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Planning

## IT Delivery Support

HM Revenue & Customs

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-082821

Procurement identifier (OCID): ocds-h6vhtk-05f587

Published 15 December 2025, 11:31am

## Scope

## Reference

SR1713913034

## Description

His Majesty's Revenue and Customs (HMRC) is planning on undertaking a procurement for the services of a supplier(s) to provide technical capabilities and services for the provision of IT change within CDIO Borders & Trade (CDIO B&T).

CDIO Borders and Trade (B&T) is a cornerstone of the UK's trade and customs infrastructure. CDIO B&T plays a pivotal role in facilitating, controlling, and regulating this trade-ensuring the secure, efficient, and compliant movement of goods across UK borders.

To help deliver this work CDIO B&T requires external support that can complement existing teams and provide delivery and implementation capability across a range of technology and project management specialisms to ensure the systems that support the UK's trade and customs infrastructure are developed and/or maintained.

The core services of the contract are expected to include:

Critical National Infrastructure support & maintenance

Business Analysis

Project Management

Service integration

Transformation

Innovation

### **Contract dates (estimated)**

- 1 September 2026 to 31 August 2028
- Possible extension to 31 August 2029
- 3 years

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UK - United Kingdom

## **Engagement**

### **Engagement deadline**

12 January 2026

### **Engagement process description**

The purpose of this pre-market engagement is to:

Advise the market that HMRC intend to undertake a tendering exercise to award a new contract(s) for IT Delivery Support

Provide further information on envisaged requirements and the prospective procurement

Gather market feedback through a short questionnaire on our proposed approach to fulfil the need for this requirement.

The provisional timescales for the procurement are as follows:

Publication of ITT

February/March 2026

Evaluation & Moderation

April/May 2026

Contract Award

July/August 2026

Contract Signature & Mobilisation

September 2026

Parties should note participation in pre-market engagement will not influence or provide advantage in any future procurement, and that the scope, services, values, and timelines

referenced are indicative only and subject to change.

Note the procurement may not go ahead in this and/or any format, and any procurement is subject to relevant internal approvals.

This RFI will be conducted by way of an e-Sourcing event using HMRC's SAP Ariba e-Sourcing portal.

You must ensure you are registered with the e-Sourcing portal to gain access to the pre-market engagement questionnaire. If you are not already registered, the registration link is;

<http://hmrc.sourcing-eu.ariba.com/ad/selfRegistration>

As part of the registration process you will receive a system generated email asking you to activate your SAP Ariba supplier account by verifying your email address.

Once you have completed the activation process you will receive a further email confirming the 'registration process is now complete' and providing you with 'your organisation's account ID' number.

If an email response from HMRC is not received within one working day of your request, please re-contact;

[sapariba.hmrcsupport@hmrc.gov.uk](mailto:sapariba.hmrcsupport@hmrc.gov.uk) (after first checking your spam in-box) notifying them of non-receipt and confirming the date when your registration request was first made.

Once you have obtained 'your organisation's account ID' number, please email [callum.day@hmrc.gov.uk](mailto:callum.day@hmrc.gov.uk) and copy in [melanie.evans1@hmrc.gov.uk](mailto:melanie.evans1@hmrc.gov.uk) with the following information:

- Engagement Title and Reference
- Your organisation's HMRC SAP Ariba account ID
- Your organisation name
- Your name
- Your email address
- Your telephone number

Once you have complied with the above, you will receive an email confirming access to

the pre-market engagement questionnaire.

Further information about HMRC's procurement tool SAP Ariba, a suppliers guide and general information about supplying to HMRC is available on the HMRC website:

[www.hmrc.gov.uk/about/supplying.htm](http://www.hmrc.gov.uk/about/supplying.htm)

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Contracting authority

### HM Revenue & Customs

- Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Email: [hmrcsupportsapariba@hmrc.gov.uk](mailto:hmrcsupportsapariba@hmrc.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government