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Contract

## **Trader Support Services**

HM Revenue & Customs

F03: Contract award notice

Notice identifier: 2025/S 000-083723

Procurement identifier (OCID): ocids-h6vhtk-049b31

Published 17 December 2025, 11:20am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

HM Revenue & Customs

100 Parliament Street

London

SW1A2BQ

#### **Contact**

Bhavina Patel

#### **Email**

[bhavina.patel1@hmrc.gov.uk](mailto:bhavina.patel1@hmrc.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/hm-revenue-customs>

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Tax

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Trader Support Services

Reference number

CW104397

**II.1.2) Main CPV code**

- 72250000 - System and support services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

HMRC has appointed a service provider for the Trader Support Service (TSS) to:

- provide a free end-to-end support package to manage the processes required to move goods between Great Britain and Northern Ireland on behalf of traders registered with the service;
- educate businesses on the regime for moving goods between Great Britain and Northern Ireland, including changes introduced by the Windsor Framework, and the steps they need to take to comply with it; and
- be available to all sizes of businesses moving goods between Great Britain and Northern Ireland.

The service will include a digital portal to facilitate the movement of goods between Great Britain and Northern Ireland, self-serve guidance and specialist support for meeting customs obligations.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £245,186,136

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 80510000 - Specialist training services
- 98110000 - Services furnished by business, professional and specialist organisations

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

The TSS supports traders to submit declarations via a digital platform with self-serve guidance and contact centre support on how to complete digital declarations. The service will be free to access for businesses moving goods between Northern Ireland (NI) and Great Britain (GB) under the Windsor Framework.

The Trader Support Service is made up of two key elements:

**System:** A digital platform system to enable traders to submit information to meet requirements under the Windsor Framework.

**Service:** Customer support service, providing information and guidance for businesses on how to submit compliant declarations and the steps they need to take to comply with regulations.

The contract services shall run for an initial period of 5 years, with the option to extend for two further periods of 12 months.

#### **II.2.5) Award criteria**

Cost criterion - Name: Price per Quality Point (PQP) / Weighting: 0

#### **II.2.11) Information about options**

Options: No

#### **II.2.14) Additional information**

Price is not the only award criterion and all criteria were stated only in the procurement documents.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive dialogue

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-005479](#)

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## **Section V. Award of contract**

### **Contract No**

CW104397

### **Title**

Trader Support Service

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

16 December 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Netcompany UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08568559

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £245,186,136

**V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

HM Revenue and Customs

London

Country

United Kingdom