

**United Kingdom-London: Financial consultancy, financial transaction processing and clearing-house services**

OJ S 155/2020 12/08/2020

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: HMRC

Postal address: 100 Parliament Street, Westminster

Town: London

NUTS code: UK United Kingdom

Postal code: SW1A 2BQ

Country: United Kingdom

Contact person: Ranjana Kapur

E-mail: [ranjana.kapur@hmrc.gov.uk](mailto:ranjana.kapur@hmrc.gov.uk)

Telephone: +44 3000520819

**Internet address(es):**Main address: <http://www.hmrc.gov.uk>Address of the buyer profile: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

<http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Other activity: Direct and indirect taxes

**Section II: Object**

---

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

**II.1.1. Title**

Payment Initiation and Account Information Services  
Reference number: SR388188658

**II.1.2. Main CPV code**

66170000 Financial consultancy, financial transaction processing and clearing-house services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The authority has identified a requirement for the provision of payment initiation and account information services in order to enable our customers to pay us by bank transfer using a secure, simple and efficient process as currently, our bank transfer journey is non-automated. It is anticipated that during the term of the contract account information services may be required to deliver enhanced and tailored financial services therefore interested suppliers must have the ability to provide both services from the outset.

The maximum number of bidders that will progress to the award stage will be 10.

**II.1.5. Estimated total value**

Value excluding VAT: 3 000 000,00 GBP

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

66170000 Financial consultancy, financial transaction processing and clearing-house services, 66110000 Banking services, 66133000 Processing and clearing services, 66172000 Financial transaction processing and clearing-house services, 48812000 Financial information systems

**II.2.3. Place of performance**

NUTS code: UK United Kingdom

Main site or place of performance: UNITED KINGDOM.

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

HMRC is the UK's tax, payments and customs authority. We collect the money that pays for the UK's public services. Our strategic objectives to help us achieve this, and become a world-class organisation, are:

- maximise revenues and bear down on avoidance and evasion;
- transform tax and payments for our customers; and
- design and deliver a professional, efficient and engaged organisation.

Focusing on these objectives we want to use payment initiation services to make it easy for our customers to pay us by bank transfer using a secure, simple and efficient process.

Currently, our bank transfer journey is non-automated which can result in a high volume of customer errors which are resource intensive to rectify. By providing an innovative, well designed journey that can be populated with our numerous reference formats and HMRC bank accounts, with little effort from our customers, we believe we can encourage card payers to move to this more cost-effective method and subsequently reduce our payment associated costs significantly.

Account information services will enable us to access appropriate customers' transactional data to deliver enhanced and tailored financial services for HMRC. It is anticipated that the

AISP service may be required at some stage during the contract term, as a result interested suppliers must be able to provide both PISP and AISP from the outset. Bidders must be registered and authorised by financial conduct authority and certified by and enrolled with the Open Banking Implementation Entity (OBIE). The supplier will be expected to have connection to a high percentage of UK banks, at minimum the CMA9.

The service provider shall be able to:

- cope with the HMRC's peaks throughout the year and increased volumes during the contract period;
- implement delivery following agile methods and within 6 weeks of award;
- provide a customer service helpline (telephone service) to contact the Supplier directly, at any time.

The service provided shall be:

- compatible and interchangeable with all mobile devices and operating systems and shall perform seamlessly with buyer's systems and/or applications;
- available 24 x 7 x 365 (366).

To participate please ensure you are registered at the link below as soon as possible at <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full> 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 by return 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 non-receipt and confirming when your registration request was first made. Once you have obtained 'your organisation's account ID' number, please email [ranjana.kapur@hmrc.gsi.gov.uk](mailto:ranjana.kapur@hmrc.gsi.gov.uk) and [e.procurement@hmrc.gov.uk](mailto:e.procurement@hmrc.gov.uk) before the closing date with your account ID number. Once you have complied with the foregoing you will receive an email confirming access to the procurement event.

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)

The maximum number of bidders that will progress to the award stage will be 10. The bidders taken through to the award stage will be assessed on experience and ability to perform the services. The bidders that are successful at the selection stage will be invited to a supplier briefing day. The contract is for an initial 24-month period, with the option to extend for a further 12-month period.

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

Criteria below

Quality criterion - Name: Technical / Weighting: 15

Quality criterion - Name: Management activity / Weighting: 15

Quality criterion - Name: Security / Weighting: 5

Quality criterion - Name: Social value / Weighting: 5

Price - Weighting: 60

#### **II.2.6. Estimated value**

Value excluding VAT: 3 000 000,00 GBP

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: no

#### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5Maximum number: 10Objective criteria for choosing the limited number of candidates:

Selection criteria as stated in the procurement documents.

#### **II.2.10. Information about variants**

Variants will be accepted: no

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

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

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

The authority wishes to establish a contract enabled for use by any UK government department listed in the Office for National Statistics (ONS) Public Sector Classification Guide, which is updated monthly and can be found at the following link:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

### **Section III: Legal, economic, financial and technical information**

---

#### **III.1. Conditions for participation**

##### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

The supplier shall be authorised by and registered with the financial conduct authority.

The supplier shall be certified by and enrolled with the Open Banking Implementation Entity (OBIE).

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **Section IV: Procedure**

---

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

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

Restricted procedure

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

##### **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.2.2.**

**Time limit for receipt of tenders or requests to participate**

Date: 07/09/2020 Local time: 14:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 16/09/2020

**IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**Section VI: Complementary information**

---

**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement. The total overall spend value provided in section II.1.5) is only an estimate and may vary based on the uptake from our customers and the other organisations that may potentially use this contract.

To view this notice, please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=514056627>

Go reference: GO-202087-PRO-16926598

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: HM Revenue and Customs

Postal address: Fith Floor West, Ralli Quays

Town: Salford

Postal code: M60 9LA

Country: United Kingdom

Internet address: <http://www.gov.uk>

**VI.5. Date of dispatch of this notice**

07/08/2020