

**United Kingdom-Manchester: Call centre
OJ S 218/2015 11/11/2015
Contract award notice
Services**

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: HM Revenue & Customs

Postal address: 5th Floor West, Ralli Quays, 3 Stanley Street, Salford

Town: Manchester

Postal code: M60 9LA

Country: United Kingdom

Contact person: Please refer to Section VI.3 (Additional Information)

For the attention of: Laura Papathomas

E-mail: laura.papathomas@hmrc.gsi.gov.uk

Telephone: +44 3000587791

Internet address(es):

General address of the contracting authority: www.hmrc.gov.uk

I.2. Type of the contracting authority

Other: direct and indirect taxes

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

GB-Salford: HMRC Benefits and Credits, Error and Fraud Adding Capacity 444.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

The procurement involves the establishment of a framework agreement

II.1.4. Short description of the contract or purchase(s)

Call centre. Administrative services for business operations. Internal office mail and messenger services. Data analysis services. Compulsory social security services. This Notice is a Modification to the Contract 'HMRC Benefits and Credits, Error and Fraud Adding Capacity 444' with OJEU award publication date 7.6.2014, in accordance with Article of Directive 2014/24/EU Art 72. Call centre. Administrative services for business operations.

Internal office mail and messenger services. Data analysis services. Compulsory social security services. A contract for providing additional capacity and capability to HM Revenue and Customs to correct working tax credit claims that are potentially running with incorrect information.

The successful supplier will be required to contact HMRC's customers and by using HMRC's standard operating procedures, verify the customer's circumstances, either at the point of the renewal of the claim or during the period of the award.

HMRC will allocate information to the Contractor via a secure method of electronic transfer. The Contractor will assess the claim, apply their own analysis and using their own employees contact customers by mail, telephone and text messaging.

The Contractor will be responsible for receiving evidence from customers in a variety of formats, holding that evidence securely and accessing HMRC records to amend an award if required.

The Contractor will be responsible for returning all data on each case securely to HMRC irrespective of any correcting action undertaken. The Contractor must be in a position to operate a flexible approach to resourcing the requirement and the ability to meet all of HMRC's requirements for the security of taxpayer information.

The Contractor is required to make decisions regarding tax credits entitlement. Consequently the Commissioners for HM Revenue and Customs have exercised their powers under section 14 of the Commissioners for Revenue and Customs Act 2005 to delegate to the Contractor the specific functions needed to permit this.

II.1.5. CPV code(s)

79512000 Call centre, 75112000 Administrative services for business operations, 64122000 Internal office mail and messenger services, 72316000 Data analysis services, 75300000 Compulsory social security services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 75 000 000 GBP

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Cost effectiveness. Weighting 40
2. Technical merit — the general requirements. Weighting 30
3. 3. Quality. Weighting 15
4. Technical merit — the security requirements. Weighting 10
5. 5. Technical merit — the strategic requirements. Weighting 5

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

BAK-2013- Error and Fraud Adding Capacity-444.

IV.3.2. Previous publication concerning this procedure

Prior information notice

Notice number in the OJ S: [2013/S 202-349827](#) of 17.10.2013

Contract notice

Notice number in the OJ S: [2014/S 23-036432](#) of 1.2.2014

Section V: Award of contract

Contract No: 444

V.1. Date of conclusion of the contract

4.3.2014

V.2. Information about tenders

Number of tenders received: 6

Number of tenders received by electronic means: 6

V.3. Name and address of the contractor

Official name: Synnex-Concentrix UK Limited

Postal address: Tower 42, Level 23, 25 Old Broad Street

Town: London

Postal code: EC2N 1HQ

Country: United Kingdom

E-mail: hmrcefac.matcor@concentrix.com

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 75 000 000 GBP

excluding VAT

Total value of the procurement:

Value: 75 000 000 GBP

excluding VAT

If annual or monthly value:

Number of months: 36

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

Contract value: the contract value stated at II.2.1) and V.4) is the upper limit of the anticipated value. The price paid for the services will be based on commission on the losses prevented; which are estimated to be between 55 000 000 GBP and is not expected to exceed 75 000

000 GBP. The exact commission is confidential commercial information that could prejudice the commercial interests of the successful Supplier and therefore we will not be disclosing it.
Contract Modification.

The description of the procurement before and after the modification has not changed.

The nature and extent of services has not changed.

The estimate of the contract value has not changed.

Circumstances which have rendered necessary the modification are: this contract was announced in 2013 in order to further reduce error and fraud in the tax credits system. The use of an external supplier to add capacity to HMRC's own work was originally forecast to deliver an additional 1 000 000 000 GBP of AME savings. The savings from the contract are now forecast to be 423 000 000 GBP of AME savings. HMRC has agreed with its supplier, Concentrix, to amend the contract in order to maximise savings in line with the revised forecast. Amendments have also been made to protect customer service elements.

The contract was awarded on 28.4.2014 and a decision to modify was made on 13.10.2015.

The contract modification takes effect from 1.4.2015.

To view this notice, please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=170901123>

GO Reference: GO-2015116-PRO-7291102.

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

6.11.2015