

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:51415-2021:TEXT:EN:HTML>

**United Kingdom-London: Business and management consultancy and related services  
2021/S 021-051415**

**Contract award notice**

**Results of the procurement procedure**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Official name: HMRC  
Postal address: 100 Parliament Street  
Town: London  
NUTS code: UK UNITED KINGDOM  
Postal code: SW1A 2BQ  
Country: United Kingdom  
E-mail: [james.gadsby@hmrc.gov.uk](mailto:james.gadsby@hmrc.gov.uk)  
Telephone: +44 7815439810

**Internet address(es):**

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

**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 Taxation

**Section II: Object**

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

**II.1.1) Title:**

Trader Support Service

**II.1.2) Main CPV code**

79400000 Business and management consultancy and related services

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

Provision of a trader support service for Northern Ireland to enable businesses to meet requirements pertaining to the Northern Ireland Protocol.

**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: 241 000 000.00 GBP

II.2) **Description**

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

79400000 Business and management consultancy and related services

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:**

The trader support service will:

- provide a free end-to-end support package to manage customs declarations on behalf of traders;
- educate businesses on what the Northern Ireland protocol means for them, and the steps they need to take to comply with it. This will include online training sessions and webinars;
- be available to businesses moving goods into Northern Ireland under new processes in the Northern Ireland Protocol that start from 1 January 2021.

II.2.5) **Award criteria**

Quality criterion - Name: Proposed operating model / Weighting: 25

Quality criterion - Name: Core requirements / Weighting: 30

Quality criterion - Name: Mobilisation of service / Weighting: 20

Quality criterion - Name: Exit / Weighting: 5

Price - Weighting: 20

II.2.11) **Information about options**

Options: yes

Description of options:

Option to extend by 1 + 1 years.

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**

**Section IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Open 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.2.1) **Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 147-362121](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

**Section V: Award of contract**

A contract/lot is awarded: yes

V.2) **Award of contract**

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

18/12/2020

V.2.2) **Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

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

Official name: Fujitsu Services Ltd

National registration number: 00096056

Postal address: 22 Baker Street

Town: London

NUTS code: UK UNITED KINGDOM

Postal code: W1U 3BW

Country: United Kingdom

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 200 000 000.00 GBP

Total value of the contract/lot: 241 000 000.00 GBP

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 72 %

Short description of the part of the contract to be subcontracted:

Customs software and community system

Declaration management system

Contact centre solution

Trader registration system

Training services.

**Section VI: Complementary information**

VI.3) **Additional information:**

To view this notice, please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=557670143>

Go reference: GO-2021127-PRO-17702313

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: HMRC

Postal address: 100 Parliament Street

Town: London

Postal code: SW1A 2BQ

Country: United Kingdom

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

HMRC follow the Public Contracts Regulations 2015 which contain details of review procedures. A standstill period of 10 days was observed after the outcome of the competition was communicated to the tenderers.

VI.5) **Date of dispatch of this notice:**  
27/01/2021