

**United Kingdom-Telford: Short Message Service (SMS) services**

OJ S 214/2020 03/11/2020

**Contract notice  
Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: HM Revenue and Customs  
Postal address: Plaza 1, Ironmasters Way  
Town: Telford  
NUTS code: UK United Kingdom  
Postal code: TF3 4NT  
Country: United Kingdom  
Contact person: Baljinder Sall  
E-mail: [baljinder.sall@hmrc.gov.uk](mailto:baljinder.sall@hmrc.gov.uk)  
Telephone: +44 7392316402

**Internet address(es):**Main address: <https://www.gov.uk/government/organisations/hm-revenue-customs>**I.2. Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.contractsfinder.service.gov.uk/Search>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://service.ariba.com/Sourcing.aw/ad/s4FullSelfRegister>

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

**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: Collection of Direct and Indirect Taxation

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

MFA, Email and SMS Campaigns and Multi Device Messaging  
Reference number: SR283623798

**II.1.2. Main CPV code**

64212100 Short Message Service (SMS) services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

This is to alert interested parties that HM Revenue and Customs (HMRC) is going out to tender to meet its needs for the provision of Multi Factor Authentication, Email and SMS campaigns and Multi Device Messaging. Note this notice supersedes the previous OJEU ref: [2020/S 132-325171](#).

### **II.1.5. Estimated total value**

Value excluding VAT: 9 750 000,00 GBP

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

This contract is divided into lots: no

## **II.2. Description**

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

64212000 Mobile-telephone services, 48223000 Electronic mail software package, 64210000 Telephone and data transmission services, 64216120 Electronic mail services, 72212223 Electronic mail software development services, 48517000 IT software package, 48511000 Desktop communications software package

### **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 Authority is looking to identify a Supplier to take on and transform the existing services including; MFA SMS (OTP) and Voice Calling, outbound email and SMS capabilities (including multi device messaging), currently supported by multiple Suppliers. This new combined email and text service will be a part of a range of Communication Services that will support The Authority's strategy of communicating with the right customer at the right time through the right channel. Currently approximately 94 million SMS, 8 million voice calls and 220 million emails are issued per annum on behalf of HMRC.

The current scope for the SMS and Voice Calling as part of the Multi-Factor Authentication service is:

- to send a unique six (6) digit access code to a customer. The Authority will be responsible for the creation and duration of the validity of any access code e.g. 15 minutes;
- the code must be sent to a landline or mobile via SMS ("transactional route") or Voice;
- the user could be in the UK or abroad (anywhere in the world);
- the SMS is sent using a single unique short code / unique Sender ID associated with The Authority – this must be provided by the Supplier.

The current scope for Email and SMS campaigns is to provide:

- help and support to our customers,
- nudges and prompts,
- provide reassurance and prevent progress chasing, and
- seek customer feedback to help improve our services.

The successful Supplier must deliver the new service in two phases:

Phase 1: Transition of the existing range of services to one service solution.

Phase 2: We are looking to exploit the top quartile capabilities provided in the solution to develop new and innovative ways of communicating with our customers, whether that be on a

121 or 1 to many basis, in a way that work seamlessly and through standard interfaces where necessary with The Authority's other Communication and Communication management services.

HMRC requires potential providers to comply with the relevant essential requirements below or equivalent:

- a) ISO-27001 Certification as accredited by UKAS or a comparable body,
- b) Cyber Essentials Certification,
- c) Cyber Essentials Plus Certification,
- d) CHECK approved Pen Testers on an annual basis or such time as both Parties agree, for both internal and external system IP's. Tested to OWASP latest guidelines,
- e) Cyber Risk Insurance,
- f) Security Patch Management System,
- h) data centres in the UK, with no data leaving the UK.

HMRC reserves the right to make services procured available to other publicly funded bodies including RCDTS, its wholly owned subsidiary company working on behalf of HMRC.

\*\*This contract is for a period of 24 months with approx. value of GBP 6.5m with the provision to extend for a further 12 month term, total value of 24 month term with 12 month extension approx. GBP 9.75m\*\*

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

Criteria below

Quality criterion - Name: Social, Environmental and Innovative Characteristics / Weighting: 5

Quality criterion - Name: Technical Merit - Service Requirements / Weighting: 40

Quality criterion - Name: Management Activity / Weighting: 15

Cost criterion - Name: Charges and Invoicing / Weighting: 40

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

Value excluding VAT: 9 750 000,00 GBP

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The Authority shall have the right to, at its sole discretion, to extend the initial Term for one period of no more than twelve (12) months by giving the supplier no less than three (3) months' written notice before the end of the Initial Term (or any extension period which has already been notified to the Supplier by the Authority, as appropriate).

#### **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**

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

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

#### **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**

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### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 30/11/2020 Local time: 12:00

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

#### **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)

#### **IV.2.7. Conditions for opening of tenders**

Date: 30/11/2020 Local time: 12:01

Place:

Telford

Information about authorised persons and opening procedure: The authority will be using an e-sourcing (eTendering) tool/application for this procurement. This prevents any information provided by the applicant or tenderer from being viewed by the authority until the eSourcing event is closed. The e-sourcing (e-tendering) application will display the closing date/time within the event and automatically close the event when the time is reached. Once the event is closed only personnel who have access to the event within the system will be able to open and view tender responses. Therefore, the opening time for tenders will coincide with the close date and time for the event and all tenders will become visible to personnel who have access to the event within the system.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

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

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.

Economic operators who wish to view the tender documentation electronically can do so by searching on the Contracts Finder website: <https://www.contractsfinder.service.gov.uk/Search> login 48 hours after the dispatch of this notice. HMRC uses an HMRC instance of SAP Ariba Sourcing Pro (thereafter referred to as HMRC's SAP Ariba) and this must be used to express an interest and/or bid for the opportunity. (Further information about HMRC's SAP Ariba is available on the HMRC website: [www.hmrc.gov.uk/about/supplying.htm](http://www.hmrc.gov.uk/about/supplying.htm)) Economic operators who have used HMRC's SAP Ariba previously will be registered as part of the HMRC Ariba Supplier Network and you should access the system to obtain your account ID number. Contact details on the system should be checked and, where necessary, additional users added to help avoid multiple registrations for the same organisation. Previously registered users having difficulty recovering their account ID number or identifying users within their organisation should email for assistance [sapariba.hmrcsupport@hmrc.gsi.gov.uk](mailto:sapariba.hmrcsupport@hmrc.gsi.gov.uk) Economic operators using HMRC's SAP Ariba for the first time, including suppliers who are already registered on the wider SAP Ariba supplier network, will need to register at <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>. (You must ensure that you are directed to the registration page for HMRC's SAP Ariba, identified with the HMRC logo at the top of the page, and to do this you may need to cut and paste the web address directly into your web browser). 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.gsi.gov.uk](mailto:sapariba.hmrcsupport@hmrc.gsi.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 account ID' number, please email [baljinder.sall@hmrc.gov.uk](mailto:baljinder.sall@hmrc.gov.uk) and [liam.osborn@hmrc.gov.uk](mailto:liam.osborn@hmrc.gov.uk) with the following information as confirmation that you wish to express an interest and/or bid for the opportunity.

The contract reference shown in Section IV.3.1 of this Contract Notice

Your HMRC SAP Ariba account ID: AN

Your organisation's name:

Your name:

Your email address:

Your telephone number:

Economic operators who have complied with the foregoing will receive an e-mail confirming access to the online questionnaires. If access is not provided within one working day, please contact [baljinder.sall@hmrc.gov.uk](mailto:baljinder.sall@hmrc.gov.uk). (after first checking your spam in-box) notifying non-receipt and confirming when your request for access to the online questionnaires was first made.

Questionnaires must be fully completed (and any associated hard-copy documents received by HMRC) no later than 12pm on 30 November 2020. The deadline for clarification questions is 19 November 2020 with responses provided by the 23 November 2020 which will allow the required 6 days for the information to be considered. Tenders not submitted in the required

form (or containing the requested information) may be rejected. HMRC does not bind itself to accept any tender and reserves the right to accept any part of the tender unless the tenderer expressly stipulates to the contrary.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=535939124>

GO Reference: GO-20201029-PRO-17294741

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: HM Revenue and Customs

Postal address: Plaza 1, Ironmasters Way

Town: Telford

Postal code: TF3 4NT

Country: United Kingdom

E-mail: [baljinder.sall@hmrc.gov.uk](mailto:baljinder.sall@hmrc.gov.uk)

Telephone: +44 7392316402

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

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

29/10/2020