

United Kingdom-Salford: Telephone network equipment

OJ S 243/2019 17/12/2019

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: HM Revenue and Customs

National registration number: United Kingdom

Postal address: 5W Ralli Quays, Stanley Street

Town: Salford

NUTS code: UK United Kingdom

Postal code: M60 9LA

Country: United Kingdom

Contact person: Liam Osborn

E-mail: liam.osborn@hmrc.gov.uk

Telephone: +44 3000532848

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. CommunicationThe procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.contractsfinder.service.gov.uk/Search>Tenders or requests to participate must be submitted electronically via: <https://s1-eu.ariba.com/Sourcing/Main/ad/register/SSOActions?>[realm=hmrc&passwordadapter=SourcingSupplierUser&type=full](https://s1-eu.ariba.com/Sourcing/Main/ad/register/SSOActions?realm=hmrc&passwordadapter=SourcingSupplierUser&type=full)

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

Additional information can be obtained from another address:

Official name: HM Revenue and Customs

Postal address: 5W Ralli Quays, Stanley Street

Town: Salford

NUTS code: UK United Kingdom

Postal code: M60 9LA

Country: United Kingdom

Contact person: Ken Webster

E-mail: ken.webster1@hmrc.gov.uk

Telephone: +44 7799034678

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, 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

Contact Engagement Programme — Telephony Services
Reference number: SR262311167

II.1.2. Main CPV code

32429000 Telephone network equipment

II.1.3. Type of contract

Services

II.1.4. Short description

HMRC's telephony platform contract expires 23.1.2021. The department wishes to modernise contact handling as part of our wider strategy to transform customer management. A 'best in breed' approach has been adopted, aiming to procure telephony technologies that can work together and with other contact engagement components, to deliver excellent, digital first, customer service.

The current budget for the initial 4-year contract term for all 3 requirement lots is 57 000 000 GBP. The estimates provided at lot-specific level are the indicative budgets to achieve the overall budget for the initial term. The authority will consider proposals which include pricing above the lot-specific budgetary figures provided, but reserve the right to exclude such proposals which are above the lot-specific indicative budgetary figures, should its overall budget of 57 000 000 GBP be exceeded. The overall 91 000 000 GBP value includes for the optional extension of the contract for a total of a further 2 years.

II.1.5. Estimated total value

Value excluding VAT: 91 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 3
The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

There are 3 lots in total:

- 1) Core Telephony, Carrier Services and Systems Integration;
- 2) Voice Automation;
- 3) Recording and Analytics.

The authority reserves the right to award contract/s combining any or all of the lots, with the authority carrying out an open and transparent evaluation process in line with the Public Contract Regulations 2015.

II.2. Description

II.2.1. Title

Core Telephony, Carrier Services and Systems Integration
Lot No: 1

II.2.2. Additional CPV code(s)

79512000 Call centre, 79342300 Customer services, 72222300 Information technology services, 64227000 Integrated telecommunications 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 core system

The core telephony capabilities for receiving, queuing and handling inbound telephone calls and making bulk outbound calls;

Carrier services

The capability to make and receive calls from the public telecommunications network, including the provisions of connections to the public network, intelligent network layer and a range of non-geographic telephone numbers

Systems integrator

Performing the IT Delivery Lead role to ensure that the different telephony systems delivered under lots 1 – 3 will integrate with each other and with the wider ecosystem.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Social, Environmental and Innovative characteristics / Weighting: 10

Quality criterion - Name: Technical merit / Weighting: 50

Cost criterion - Name: Cost / Weighting: 40

II.2.6. Estimated value

Value excluding VAT: 26 000 000,00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract is subject to 2 optional extensions of 12 months each, making the overall possible term (in months) 48 + 12 + 12.

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

II.2. Description

II.2.1. Title

Voice Automation

Lot No: 2

II.2.2. Additional CPV code(s)

48314000 Voice recognition software package, 48512000 Interactive voice response 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 use of voice automation in identifying a caller's identity, intent, call steering and voice self-service Applications.

Voice biometrics 3 capability to deliver secure and accurate identity management.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Social, environmental and innovative characteristics / Weighting: 10

Quality criterion - Name: Technical merit / Weighting: 50

Cost criterion - Name: Cost / Weighting: 40

II.2.6. Estimated value

Value excluding VAT: 23 000 000,00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract is subject to 2 optional extensions of 12 months each, making the overall possible term (in months) 48 + 12 + 12.

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

II.2. Description

II.2.1. Title

Recording and Analytics

Lot No: 3

II.2.2. Additional CPV code(s)

48314000 Voice recognition software package, 32342450 Voice recorders

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 recording, storage, transcription and analysis on 100 % of calls received by HMRC.
Integrating the analytical capability with all other telephony components.
Securely storing and retrieving large volumes of data and metadata, including c.170 m call recordings for six years plus current tax year.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Social, environmental and innovative characteristics / Weighting: 10

Quality criterion - Name: Technical merit / Weighting: 50

Cost criterion - Name: Cost / Weighting: 40

II.2.6. Estimated value

Value excluding VAT: 8 000 000,00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract is subject to 2 optional extensions of 12 months each, making the overall possible term (in months) 48 + 12 + 12.

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

III.1. Conditions for participation

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Full details regarding legal, economic, financial and technical information to be provided at the tender stage will be detailed in the tender documentation. Potential tenderers should be aware, however, that they may be required to forward the following information:

(a) a copy of the most recent audited accounts covering the tenderer's last 2 years of trading (or for the period that is available if trading for less than two years); or

(b) for the most recent full year of trading, where this information is not available in audited form, a copy of the draft or unaudited financial accounts or equivalent information showing the tenderer's turnover, profit and loss and cash flow position and an end period balance sheet or, where this cannot be provided, a statement signed by the finance director or similar responsible person detailing any major changes in the current financial position since the date of the latest audited accounts provided.

Minimum level(s) of standards possibly required:

Suppliers must not propose solutions with annual costs which are higher than 50 % of their annual turnover.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Data security.

Minimum level(s) of standards possibly required:

Economic operators will need to ensure that all data storage and processing must not be processed, stored or accessed outside the United Kingdom without the express permission of the authority, in accordance with the authority's offshoring policy.

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: [2019/S 153-377208](#)

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

Date: 28/01/2020 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: 12 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 28/01/2020 Local time: 12:00

Place:

Salford.

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 the 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

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

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) 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.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.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 e.procurement@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 of this contract notice (Customer Engagement Programme — Telephony Services; SR262311167

Your HMRC SAP Ariba account ID: AN

Your organisation's name:

Your name:

Your email address:

Your telephone number:

You must ensure that you express an interest in sufficient time to allow you to submit your bid. 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 e.procurement@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 12.00 on 28.1.2020. The deadline for clarification questions is 14.1.2020 with responses provided by 21.1.2020 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=441569290>

GO Reference: GO-20191212-PRO-15679039

VI.4. Procedures for review

VI.4.1. Review body

Official name: HMRC

Postal address: 5W Ralli Quays

Town: Salford

Postal code: M60 9LA

Country: United Kingdom

VI.5. Date of dispatch of this notice

12/12/2019