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| **HM REVENUE & CUSTOMS**  **Request FOR INFORMATION** |

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| **Title:**  Name of project / requirement | Digital Intelligence and Investigation Support Tooling RFI |
| **HMRC Reference:**  To be quoted in all correspondence | SR1074611150 |
| **Date issued:** | 7 November 2022 |
| **Deadline for Responses:** | 5 December 2022 |

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|  | **Contact Details** | | | |
| **Issued to:** | | Contracts Finder & Find a Tender | **From:** | HMRC |
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|  | **Purpose** |
| * 1. The purpose of this RFI event is to explore the Digital Intelligence and Investigation Support Market for current and future product options to support HMRC in delivering key objectives. This event will enable organisations to provide relevant information, through the provided questionnaire, regarding any potential solution they may offer, estimated costs, and what contractual routes their solution can be accessed through.   The primary purpose of this exercise is, therefore, to gain a deeper understanding of the market, and what potential solutions are available. HMRC currently have a high-level requirement, which is included within this RFI, but we would look to develop this requirement accordingly if there are innovative solutions available. | |

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| **2.** | **Background** | |
| * 1. **Background to HMRC**   HM Revenue & Customs (HMRC) is one of the UKs largest organisations, with approximately 60,000 full-time equivalent staff. Almost every individual and business in the UK is a direct customer of HMRC.  HMRC is an effective, efficient and impartial tax and payment authority with the vital purposes of:   * Collecting the money that pays for the UK’s public services and help families and individuals with targeted financial support * Helping the honest majority to get their tax right and make it hard for the dishonest minority to cheat the system * Collecting over £500 billion a year in revenue from 45 million individuals and 4.9 million business customers * Playing a key role in enforcing UK Border Controls and national minimum wage levels, administering environmental taxes and recovering student loans   HMRC is a non-ministerial government department which was formed in 2005 through the merger of the Inland Revenue and HM Customs and Excise.   * 1. **Background to HMRC Digital Intelligence and Investigation Support tool requirement**.   HMRC’s Risk and Intelligence Service (RIS) working alongside its Fraud Investigation Services (FIS) ensures the department understands and manages risks to the tax system. This includes ensuring HMRC has an effective approach to tacking the most serious tax evasions and fraud. This is often achieved by civil and criminal investigations, which are often supported by other law enforcement entities.  To successfully conduct and resolve such investigations within the current complex digital environment, suitable analysis and support tools should be available to key staff within the organisation.  RIS and FIS receive significant quantities of digital data in native forms from many different sources and in many different formats. This presents the challenge of data cleansing, collation, interpretation and presentation to a range of internal and external stakeholders, such as to lay Jury comprehension. It is vital that such activity and corresponding outputs have the necessary evidential integrity required to ensure key evidence remains admissible and uncompromised.  These activities were previously performed manually by intelligence officers, investigators and analysts which took a considerable time and was not an effective use of investigatory effort. To address this capability gap, HMRC have undertaken to develop the use case and requirements set in support of a suitable procurement exercise which will incorporate a proof-of-concept capability demonstrator.  As the contracts with our existing provider comes to an end, we want to make sure that any agreements we enter into with a future provider makes the best use of taxpayer money, while continuing to give HMRC professionals access to the best available online resources. | | |
| **3.** | | **Requirements** |
| 1. 1. **Scope**   The scope of this requirements document is the FIS/RIS Digital Investigation capability and the provision of analysis and investigative support tooling environment. The tooling is intended to be deployed in a cross-functional manner across a number of a relevant roles within the RIS and FIS of HMRC.   * 1. **Requirements**   A set of detailed requirements can be found within the accompanying Appendix A | | |
| 1. **Contracting Model** | | |
| * 1. HMRC is keen to consider a range of possible options for these arrangements, including (but not limited to): * a single provider meeting all the requirements * a consortium of two or more providers * multiple providers * hosting options (including on-premises or fully vendor managed).   HMRC is agnostic about the product and would invite innovative future proofed solutions.  HMRC is open to exploring available options in terms of contract length and contracting/procurement methods. HMRC is also keen to understand potential costings for future budgetary requirements | | |
|  | | **Process and Timelines** |
| * 1. HMRC requests that responses to this RFI are submitted by email to the following addresses:   [irfan.oomer@hmrc.gov.uk](mailto:irfan.oomer@hmrc.gov.uk)  [kirstie.colder@hmrc.gov.uk](mailto:Kirstie.colder@hmrc.gov.uk)  We request all responses are submitted no later than **Monday** **5 December 2022, 17:00**.  Based upon feedback HMRC may consider running a supplier engagement event.  In the event that this RFI leads to a tender process, this will not commence until January 2024, subject to utilisation of any extension period within the incumbent contract. | | |

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|  | **Questionnaire** |
| * 1. HMRC request you complete the embedded questionnaire as fully as possible and invite any supplementary information along with your response | |

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|  | **Further information** |
| **Please provide any feedback, suggestions, or other relevant information here that is supplementary to your questionnaire responses.** | |