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**United Kingdom-Salford: Investigation services  
2017/S 225-468587**

**Contract notice**

**Services**

Directive 2014/24/EU

**Section I: Contracting authority**

I.1) **Name and addresses**

HM Revenue and Customs  
5th Floor West Ralli Quays, 3 Stanley Street  
Salford  
M60 9LA  
United Kingdom  
Contact person: James Gadsby  
Telephone: +44 3000587701  
E-mail: [james.gadsby@hmrc.gsi.gov.uk](mailto:james.gadsby@hmrc.gsi.gov.uk)  
NUTS code: UK

**Internet address(es):**

Main address: [www.hmrc.gsi.gov.uk](http://www.hmrc.gsi.gov.uk)  
Address of the buyer profile: [www.hmrc.gsi.gov.uk](http://www.hmrc.gsi.gov.uk)

I.2) **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>

Additional information can be obtained from another address:

[james.gadsby@hmrc.gsi.gov.uk](mailto:james.gadsby@hmrc.gsi.gov.uk)  
Salford

United Kingdom

E-mail: [james.gadsby@hmrc.gsi.gov.uk](mailto:james.gadsby@hmrc.gsi.gov.uk)

NUTS code: UK

**Internet address(es):**

Main address: [www.hmrc.gsi.gov.uk](http://www.hmrc.gsi.gov.uk)

Tenders or requests to participate must be submitted electronically via: <http://hmrc.supplier-eu.ariba.com/ad/register/SSOActions?type=full>

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: direct and indirect tax collection

**Section II: Object**

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

**II.1.1) Title:**

SR76893050 Process Servers.

**II.1.2) Main CPV code**

79720000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

HMRC intend to award a single supplier framework for the provision of Process Serving of various legal notices, including but not limited to statutory demands and individual and company petitions. The successful service provider will be required to provide the service throughout England and Wales, and possibly Northern Ireland.

**II.1.5) Estimated total value**

Value excluding VAT: 3 000 000.00 GBP

**II.1.6) Information about lots**

This contract is divided into lots: no

**II.2) Description**

**II.2.1) Title:**

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

75242110

79721000

79130000

**II.2.3) Place of performance**

NUTS code: UK

Main site or place of performance:

United Kingdom.

**II.2.4) Description of the procurement:**

HMRC intend to award a single supplier framework for the provision of Process Serving of various legal notices, including but not limited to statutory demands and individual and company petitions. The successful service provider will be required to provide the service throughout England and Wales, and possibly Northern Ireland.

**II.2.5) Award criteria**

Criteria below

Quality criterion - Name: Social, Environmental and Innovative Characteristics / Weighting: 1

Quality criterion - Name: Technical Merit — Schedule A Service Requirements / Weighting: 50

Quality criterion - Name: Technical Merit — Schedules B — G Management Activity / Weighting: 1

Quality criterion - Name: Technical Merit Schedule H — I Security and Business Continuity / Weighting: 3

Price - Weighting: 45

**II.2.6) Estimated value**

Value excluding VAT: 3 000 000.00 GBP

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Re-tender.

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 1

**II.2.10) Information about variants**

Variants will be accepted: no

**II.2.11) Information about options**

Options: no

**II.2.12) Information about electronic catalogues**

**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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

**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 2 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.

**III.1.3) Technical and professional ability**

List and brief description of selection criteria:

Relevant experience and contract examples.

Minimum level(s) of standards possibly required:

Evidence of ability to achieve target service success level targets.

**III.1.5) Information about reserved contracts**

**III.2) Conditions related to the contract**

**III.2.1) Information about a particular profession**

**III.2.2) Contract performance conditions:**

**III.2.3) Information about staff responsible for the performance of the contract**

**Section IV: Procedure**

**IV.1) Description**

**IV.1.1) Type of procedure**

Competitive dialogue

**IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement  
Framework agreement with a single operator

IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

IV.1.6) **Information about electronic auction**

An electronic auction will be used

Additional information about electronic auction:

HMRC reserves the right to use an e-Auction as part of the tendering/procurement process.

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: [2017/S 193-395976](#)

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

Date: 04/01/2018

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**

**Section VI: Complementary information**

VI.1) **Information about recurrence**

This is a recurrent procurement: no

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

Electronic ordering will be used

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://sid4gov.cabinetoffice.gov.uk/login> 48 hours after the dispatch of this notice. The Awarding Authority (HMRC) use an HMRC instance of SAP Ariba Sourcing Pro (hereafter referred to as HMRC's instance of SAP Ariba) to facilitate the procurement process and this must be used by economic operators to express an interest and/or bid for the opportunity described in this Contract Notice. (Further information about HMRC's instance of SAP Ariba, a Suppliers Guide and general information about supplying to HMRC 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 instance of SAP Ariba previously: you will be registered as part of the HMRC Ariba Supplier Network and you should access the system to obtain your organisation's 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 instance of 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 instance of 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.)

As part of the registration process 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 by return 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 organization's account ID' number, please email [e.procurement@hmrc.gsi.gov.uk](mailto:e.procurement@hmrc.gsi.gov.uk), no later than 17:00 on 11.12.2017, with the following information as confirmation that you wish to express an interest and/or bid for the opportunity described in this Contract Notice.

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

Your organisation's HMRC SAP Ariba account ID: ANXXXXXXXXXXXX

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 the online questionnaires. If access is not provided to the online questionnaires within one working day, please contact [e.procurement@hmrc.gsi.gov.uk](mailto:e.procurement@hmrc.gsi.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. Please note that any tender clarification questions must be submitted using the SAP Ariba messaging facility, and must be sent no later than 12:00 on 21.12.2017.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=288169777>

GO Reference: GO-20171121-PRO-11438177.

VI.4) **Procedures for review**

VI.4.1) **Review body**

HMRC

Fifth Floor West Ralli Quays, 3 Stanley Street

Salford

M60 9LA

United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

The contracting authority will incorporate a minimum 10 calendar day standstill period at the time of the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further

debriefing from the contracting authority before the contract is entered into. Such additional information should be requested from the address at I.1. Where a contract has not been entered into the court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract has been entered into, the court may only award damages.

VI.4.4) **Service from which information about the review procedure may be obtained**

VI.5) **Date of dispatch of this notice:**

21/11/2017