



HM Revenue
& Customs

His Majesty's Revenue & Customs (HMRC)

Procurement for the provision of SR2196298844

Basic PAYE Tool and Paper Capture Tool

Tender Instructions and Evaluation Criteria

31 January 2025

1 ABOUT HMRC

- 1.1 HM Revenue & Customs (“HMRC” or, in this ITT, “we”) is the UK’s tax, payments and customs authority. We have a vital purpose: to collect the money that pays for the UK’s public services and help families and individuals with targeted financial support.
- 1.2 We do this by being impartial and increasingly effective and efficient in our administration. We help the honest majority to get their tax right and make it hard for the dishonest minority to cheat the system.
- 1.3 Key responsibilities of HMRC include:
 - safeguarding the flow of money to the Exchequer through our collection, compliance and enforcement activities
 - ensuring money is available to fund the UK’s public services
 - facilitating legitimate international trade, protecting the UK’s fiscal, economic, social and physical security before and at the border, and collecting UK trade statistics
 - administering Statutory Payments such as statutory sick pay and statutory maternity pay
 - helping families and individuals with targeted financial support through payment of tax credits
 - administering Child Benefit
 - administering the [Government Banking Service](#).
- 1.4 To aid with the delivery of HMRC services, we engage with suppliers to deliver contracts covering a wide range of requirements. This procurement exercise is for the provision of such a contract.
- 1.5 Any contract resulting from this procurement process will be for the use of HMRC, which includes the Valuation Office Agency (“VOA”) as an executive agency of HMRC. No guarantee is given that the services will be used by the VOA.
- 1.6 HMRC is carrying out the procurement on behalf of itself and any third party beneficiary referred to in the contract notice. Any such beneficiaries will not have a direct contractual relationship with the supplier in respect of the services. They will be permitted to access the contract through HMRC, but HMRC gives no guarantee that they will do so.

2 TENDER OVERVIEW

- 2.1 HMRC is conducting this procurement process via an open tender procedure, in accordance with the requirements of the Public Contracts Regulations 2015 (PCR 2015).
- 2.2 The contract to be awarded as a result of this procurement exercise is for the provision of SR2196298844 Basic PAYE Tool (BPT) and Paper Capture Tool (PCT). Please see the Draft Contract (the draft contract document included as a supporting document as part of this tender exercise), including but not limited to the document titled "Schedule 2 (Specification)" ("Specification"), for the full description of the goods and/ or services required.
- 2.3 During the term of the contract HMRC may require changes to the scope of the contract, for example extensions to the duration of the contract or changes to the volumes. Any services in the Specification set out as "Optional Services" are additional services that the supplier will be required to provide if requested by HMRC during the lifetime of the contract, in accordance with the contract terms. HMRC provides no guarantee that any such changes/extension to the contract duration will be required or delivered under the contract.
- 2.4 The successful supplier(s) will be required to deliver the services in full compliance with the requirements outlined by HMRC within the entire suite of documents included as part of this tender process, as will be reflected in the contract.
- 2.5 The duration of the contract will be 5 years with no options to extend.
- 2.6 The approximate annual contract value is £1,400,000 (excluding VAT), with an estimated total contract value (inclusive of any options) of £7,000,000 (excluding VAT). This is an estimate only. HMRC provides no guarantee as to the quantity or value of work that will be placed with any successful supplier. Any contract values, details of current expenditure or indications of potential future uptake provided in this Invitation to Tender ("ITT") or otherwise as part of this procurement exercise are indicative only.
- 2.7 The resulting contract will be awarded to a single supplier.
- 2.8 HMRC provides no guarantee it will enter into any contract resulting from this procurement exercise. HMRC reserves the right to cancel and/or amend the requirements of this procurement process at any point and will not be liable to any third party should any such cancellation/amendment occur.

2 TENDER TIMETABLE

- 3.1 The anticipated timetable for this procurement is outlined below. This is intended as a guide only and we reserve the right to adjust this timetable, the structure and/or the content of the procurement process at our discretion. We will notify all bidders of any changes to the timetable via the Ariba messaging function. Where we refer to any deadlines or dates in the tender timetable in this ITT, (e.g. the Clarification Deadline or Tender Submission Deadline), we are referring to the deadline or date as may have been changed in this way.
- 3.2 Any reference to a time of day refers to the time in London, England.

Procurement Stage	Dates
Tender go live	31 January 2025
Clarification deadline (“Clarification Deadline”)	12:00 noon 17 February 2025
Clarification Buyer response deadline	20 February 2025
Tender submission deadline (“Tender Submission Deadline”)	14:00 03 March 2025
Tender evaluations (selection and award stage)	March to April 2025
Award decision notification and feedback letters to bidders	April 2025
Standstill period	April 2025
Anticipated Contract award	02 May 2025

4 TENDER SUBMISSIONS, CONTACT DETAILS AND QUERIES

4.1 SAP Ariba eSourcing/eTrading Portal

- (a) All tender documents are available through the SAP Ariba eSourcing Portal (“Ariba”) only. Please ensure you review all tender documents in their entirety prior to completing your tender response.
- (b) Once logged onto the system, technical guidance relating to the use of the eSourcing Portal can be found in the Help Centre that can be accessed via the help tab at the top of the screen. Any technical issues identified with the Ariba system should be raised via the instructions outlined in the Help Centre. HMRC accepts no liability for any technical issues experienced with the Ariba system.
- (c) HMRC operates a Purchase Order mandatory policy and will process all purchase orders and all invoices using its eTrading system, provided by SAP Ariba. This will enable bidders to transact (Cataloguing, Purchase Orders, Invoicing etc) with HMRC through the eTrading Portal.
- (d) Successful suppliers are required to register on the SAP Ariba Network in order to transact with HMRC via the e-Trading system and to ensure that they will continue to be able to receive purchase orders from and issue invoices to HMRC
- (e) Registration for HMRC’s eTrading portal is undertaken by the successful bidder following the notification of award. Instruction will be provided by HMRC. SAP Ariba will not charge suppliers to HMRC to register on the SAP Ariba Network and suppliers will not incur any fees when transacting with HMRC across HMRC’s eTrading system. However fees may apply when transacting with suppliers’ other customers over the SAP Ariba Network.

- (f) Suppliers to HMRC are not required to invest in any additional products or services from SAP Ariba or from any other supplier in order to transact with HMRC using HMRC's eTrading system.
- (g) Payment will be made by BACS within 30 days of receipt of a valid invoice.

4.2 **Communications and clarifications**

- (a) HMRC will ordinarily send communications or notifications to bidders in connection with this procurement exercise via the messaging facility in Ariba.
- (b) Communications or notifications sent via the messaging system may relate to and represent material changes to information previously provided. Accordingly, until the procurement exercise has been fully concluded, bidders are advised to log into the eSourcing event on Ariba at regular intervals to check for messages from HMRC.
- (c) Vague, ambiguous or incomplete answers are likely to score poorly or render the tender non-compliant. HMRC reserves the right (but is not obliged) to seek clarification of all or any part of a bidder's tender at any time during the procurement exercise. Bidders must respond to such requests promptly and within any timescales set for responses.
- (d) Bidders must submit any queries or clarification questions via the messaging system in Ariba prior to the Clarification Deadline. Unless there are exceptional circumstances determined by HMRC, HMRC will not accept or respond to any queries or clarification questions received via any other method and/or received after the Clarification Deadline. It is the bidder's responsibility to ensure that they have all of the information they need to prepare their tender.
- (e) HMRC will publish any clarification questions received and HMRC's response to them on Ariba. As a bidder, if you wish HMRC to treat a clarification as confidential and not publish the response, you must state this when submitting the clarification. If, in the opinion of HMRC, the clarification is not confidential, HMRC will inform the bidder who will have an opportunity to withdraw it. If the clarification is not withdrawn, the response will be issued to all bidders.

- (f) If you consider that there is:
- (i) a fundamental difference between the outline requirement in the Contract Notice or this ITT and the more detailed Services Description in the Draft Contract or procurement documents; and/or
 - (ii) a fundamental error or omission in the Services Description which affects your ability to provide the goods and/or services,
- you must bring this to HMRC's attention as soon as possible and no later than the Clarification Deadline.

4.3 **Contract terms**

- (a) The Draft Contract that HMRC proposes to use is included as part of the supporting document pack provided with this tender document. At the outset of the procurement process, you must familiarise yourself with the content of the Draft Contract and assure yourself that you are prepared to agree to the various terms, conditions and requirements within it.
- (b) If the terms of the Draft Contract render the proposals in your tender unworkable, you should submit a clarification question in accordance with paragraph 4.2. If HMRC decides an amendment to the Draft Contract terms is required, HMRC will publish the amendment via Ariba and it will apply to all bidders. Any amendments which are proposed, but not approved by HMRC through this process, will not be acceptable and may be construed as a rejection of the terms leading to the disqualification of the tender. HMRC may incorporate any of the successful bidder's responses and submissions provided during this procurement exercise into the final contract with HMRC, for example as part of the Supplier Solution (as defined in the contract).

4.4 **Tender Submission**

- (a) Tenders (including any supporting documents) must be submitted via Ariba by the Tender Submission Deadline. Unless there are exceptional circumstances determined by HMRC, any tender received after this deadline will not be opened or considered and will be excluded from the procurement process. Any tender submissions not received through Ariba will be excluded from the procurement process.
- (b) It is the bidder's responsibility to contact the Ariba helpdesk to resolve any problems with the electronic submission of the tender.
- (c) Each bidder may only submit one tender. The bidder may modify its tender after it is submitted provided this is prior to the Tender Submission Deadline and that the bidder gives written notice to HMRC that a new tender has been submitted.
- (d) As a bidder, it is your responsibility to ensure that your tender documents are complete and accurate prior to submission. Incomplete, inaccurate and/or

misleading information or answers are likely to score poorly or render the tender non-compliant and may result in HMRC rejecting the tender.

- (e) If any information that you supply to HMRC becomes inaccurate or significantly changes at any time during the procurement exercise, you must notify HMRC immediately together with a full explanation of, and reasons for, the changes. This could result in HMRC rejecting the tender, for example if the tender no longer meets the minimum standards.
- (f) When submitting your tender, you must:
 - (i) not provide an answer to a particular question by way of cross reference to the response for another question. HMRC will not attempt to find information within other parts of the tender submission. If no answer is provided to a question, an auto-generated zero score will be applied
 - (ii) submit your tender responses and documents in English. Tenders submitted in other languages will not be accepted. Proposed costs or prices must be in GB Pounds/Sterling and currency fluctuations will be at the bidder's risk; and
 - (iii) keep to the word limits stated. Any information provided in excess of any page or word limit, or any files provided in excess of any specified file size limit, will not be considered by the evaluators. Unless stated otherwise, any images or embedded files will be considered as part of word or page limits. Attachments must only be submitted where a question specifically requests or permits their use and only where the bidder has indicated in the question text field that an attachment has been submitted.
- (g) Tender submissions (including but not limited to the costs submitted) must remain open for acceptance without change for a minimum of 90 days from the Tender Submission Deadline.
- (h) By submitting a tender, the bidder ("you") agrees to be bound by the terms of this ITT and the published Draft Contract terms without further negotiation or amendment.

4.5 Data Protection Compliance

- (a) HMRC reserves the right to reject a bidder's entire tender submission that proposes the transfer of personal data outside of the UK should this be necessary for information security and/or UK GDPR compliance purposes, to be determined by HMRC at its discretion.
- (b) HMRC also reserve the right to request additional information in order to complete the relevant data transfer risk assessments and associated International Data Transfer Agreement (IDTA).

4.6 Contract award

- (a) HMRC may award the contract(s) to the successful supplier(s) that it identifies pursuant to the section titled "Tender Evaluation Methodology" below.

- (b) Once HMRC has reached a decision in respect of a contract award, it will notify all bidders of that decision and provide for a standstill period in accordance with PCR 2015 before entering into any contract(s).
- (c) Contract award will also be subject to HMRC's formal approval process and the successful completion of any relevant due diligence checks. If the relevant documentary evidence is not provided by the successful supplier upon request and without delay, HMRC reserves the right to amend the contract award decision and award to the next compliant bidder.
- (d) In addition, where HMRC considers it appropriate on the basis of a financial assessment, award of contract will be conditional on the successful bidder securing a deed of guarantee in favour of HMRC from the ultimate holding company of the bidder (or appropriate alternative guarantor in exceptional circumstances e.g. where the proposed guarantor is a charity whose constitution prevents them from performing this role).
- (e) If the bidder is a consortium, HMRC may require the consortium to assume a specific legal form if awarded the contract, to the extent that a specific legal form is deemed by HMRC as being necessary for the satisfactory performance of the contract.

5 CONFIDENTIALITY

- 5.1 Bidders must keep their invitation to bid, intention to submit, and the content of, any tender confidential from any third party (other than professional advisers who need to be consulted), in order to maintain the competitive element of this procurement process.
- 5.2 All information supplied by HMRC to bidders, whether in writing or orally, is supplied on condition that it be kept confidential by the bidder. Unless the information is already in the public domain, it must not be copied, reproduced, distributed or passed to any other person at any time (except to professional advisors, consortium members or sub-contractors, on a confidential basis, for the sole purpose of enabling the bidder to submit or clarify a tender or attain sureties or quotations relating to the tender).
- 5.3 Although it is unlikely that official secrets will be disclosed pursuant to this ITT, please also be aware of the terms of the Official Secrets Act 1989.
- 5.4 All information provided by a bidder as part of this procurement exercise will be treated as "OFFICIAL" by HMRC and (except where required by law, for example under the FOIA or EIR (see paragraph 6) or public sector transparency policies (see paragraph 5.6)) will not be disclosed to a third party outside of government, other than consultants/advisers approved by HMRC, without the written permission of the bidder.
- 5.5 Bidders may be required to enter into a separate confidentiality agreement with HMRC in order to participate in this procurement exercise. If there is any difference between the provisions of that signed agreement and the terms in this paragraph 5, the provisions of that signed agreement will take precedence.
- 5.6 HMRC is also subject to various public sector transparency policies and legal requirements, including the publishing of contract award notices on "Contracts Finder"

(www.gov.uk/contracts-finder) which identify the contract value and successful supplier, and the publishing of the awarded contract documents (subject to any redactions made by HMRC).

- 5.7 Bidders must read the [Government Security Classifications Policy](#) (GSCP) and follow the minimum baseline security requirements for OFFICIAL, OFFICIAL information marked OFFICIAL-SENSITIVE, SECRET or TOP SECRET outlined in the GSCP and within the security requirements set out by HMRC. Bidders will handle and protect HMRC classified information entrusted to them, or produced by them under contract, in accordance with the GSCP. Unless HMRC stipulates more stringent requirements, the provisions of the GSCP are considered the baseline that all suppliers must meet.

6 FREEDOM OF INFORMATION ACT AND ENVIRONMENTAL INFORMATION REGULATIONS

- 6.1 As a public body, HMRC must meet its responsibilities under the Freedom of Information Act 2000 (“FOIA”) and the Environmental Information Regulations 2004 (“EIR”) in respect of information that we hold (including third party information).
- 6.2 Consequently, information submitted to HMRC in connection with this procurement may be disclosed to a third party in response to a request for information under the FOIA or EIR.
- 6.3 By participating in this procurement exercise, bidders are deemed to understand and accept that the decision to disclose information, and the application of any exemptions under the FOIA or EIR, will be at HMRC’s sole discretion. HMRC will, however, act reasonably and proportionately in exercising this discretion.
- 6.4 As a bidder, if you consider any of the information you have submitted to be commercially sensitive or confidential, then an explanation (in broad terms) of what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity, should be included in the response to the relevant question in the tender questionnaire. HMRC will consider this as part of any disclosure decision but the final decision as to whether information should be disclosed will be HMRC’s.
- 6.5 Further information about the FOIA and EIR is available on the Information Commissioner’s Office website www.ico.org.uk

7 BIDDER CONDUCT AND CONFLICTS OF INTEREST

- 7.1 Any attempt by bidders or their advisors to inappropriately influence the contract award process in any way (including any of the below) may result in the bidder being disqualified.
- 7.2 Bidders must not canvass any members of the Board of HMRC, any employee of HMRC or anyone acting on HMRC’s behalf with a view to obtaining more favourable consideration. Bidders must also not attempt to obtain information from any of the employees, staff, advisers or agents of HMRC concerning another bidder or tender.
- 7.3 Offering an inducement in relation to a public contract may constitute a criminal offence. Any bidder found offering an inducement, fee or reward of any kind in relation to obtaining a contract with HMRC or doing anything else in breach of the

Bribery Act 2010, will be disqualified from the procurement process and any tender already submitted by the bidder will be rejected.

7.4 Bidders must not directly or indirectly at any time:

- (a) devise or amend the content of their tender in accordance with any agreement or arrangement with any other person, other than in good faith with a person who is a proposed partner, supplier, consortium member or provider of finance;
- (b) enter into any agreement or arrangement with any other person that has the effect of prohibiting or excluding that person from submitting a tender;
- (c) fix or adjust the amount of their tender by or in accordance with any agreement or arrangement with any other bidder or consortium member of a bidder (other than a member of its own consortium or supply chain);
- (d) enter into any agreement or arrangement with any other person as to the form or content of any other tender or as to the amount of any tender to be submitted, or offer to pay any sum of money or valuable consideration to any person to effect changes to the form or content or amount of any other tender;
- (e) cause or induce any person to enter such agreement as is mentioned in any of paragraph (a) to (d) above or to inform the bidder of the amount or approximate amount of any rival tender; or
- (f) communicate to any person other than HMRC the amount or approximate amount of its proposed tender (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of a tender).

7.5 Such conduct by a bidder, sub-contractor or consortium member may also constitute a criminal offence and HMRC may have other civil remedies available, in addition to the right to disqualify under this paragraph 7.

7.6 HMRC requires that all actual or potential conflicts of interest are resolved to HMRC's satisfaction prior to the award of contract. Bidders should inform HMRC of any actual or potential conflicts of interest (and how these will be dealt with) within the tender. In the event that any actual or potential conflict of interest comes to a bidder's attention following the submission of its tender, the bidder must notify HMRC immediately.

8 WARNINGS AND DISCLAIMERS

- 8.1 HMRC provides no commitment or guarantee that it will award or enter into a contract as a result of this procurement exercise. HMRC reserves the right to cancel, suspend, and/or amend the requirements of this procurement process at any point. Nothing in this ITT or in any other communication made between HMRC and a bidder constitutes a representation or agreement that a contract will be offered.
- 8.2 HMRC will not be liable for any costs, expenditure, expenses, work or effort incurred by any bidder in preparing for, proceeding with or participating in this procurement exercise, including if the procurement exercise is terminated, suspended or amended by HMRC. This applies regardless of whether the bidder's tender is successful and regardless of whether HMRC makes any modifications or amendments to the Services Description or other requirements in the course of the procurement exercise.
- 8.3 If a bidder proposes to enter into a contract with HMRC, it must rely on its own enquiries and on the terms and conditions set out in the contract (as and when finally executed). HMRC has prepared the information in this ITT in good faith, however, HMRC and its advisors do not accept any liability for (and do not give any express or implied warranty as to) the accuracy, adequacy or completeness of that information or any subsequent communication and they shall not be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or communication.

9 TUPE REQUIREMENTS

- 9.1 HMRC anticipates that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) will apply to this contract. However HMRC does not give any warranty in respect of TUPE and tenderers should rely on their own assessment of the likelihood that TUPE might apply.
- 9.2 Information on staff anticipated to be covered by TUPE is included as a supporting tender document to this eSourcing event in SharePoint. This information must be treated as confidential (and accordingly is subject to the requirements of paragraph 5) and is provided on the understanding (a) that it will not be copied, disclosed or used except for the purposes of preparing a bid and (b) that it, and any copies of it, will be destroyed or deleted if the bidder is unsuccessful in this procurement exercise.
- 9.3 The responsibility for ensuring TUPE requirements are met falls with the incumbent supplier and any new supplier awarded the contract. HMRC accepts no liability whatsoever for ensuring TUPE obligations are met.
- 9.4 Any TUPE information provided in the tender documents has been obtained from the incumbent HMRC supplier performing the current services. HMRC has not verified the information. HMRC gives no guarantee or assurance as to the accuracy of this information and cannot be held responsible for errors or omissions in it. It remains the tenderer's responsibility to satisfy themselves as to the accuracy of the TUPE information provided and form their own opinions based on their own experience and to consider the TUPE information provided.
- 9.5 In certain circumstances, as detailed in Schedule 7 (Staff Transfer) of the Draft Contract, HMRC may require the successful tenderer to enter into an Admission Agreement to secure continued access for certain staff to the Civil Service Pension

Scheme or other statutory scheme. The tenderer must include all costs associated with this agreement in their tender.

- 9.6 Tenderers must ensure that their cost submitted as part of the tender (including any rates) includes any costs associated with TUPE. HMRC will not accept any increases to the submitted contract price to account for costs associated with TUPE.

10 SOCIAL VALUE

- 10.1 HMRC is committed to supporting key social outcomes as part of its commercial activity. To help achieve this goal, procurement exercises conducted by HMRC incorporate the requirements outlined under the [Government's Social Value Model \(SVM\)](#), where in scope of [Procurement Policy Note \(PPN\) 06/20](#).
- 10.2 This competitive procurement exercise incorporates the requirements of PPN 06/20, including the requirement to weight social value as a minimum of 10% of the total tender weighting.

11 SERVICE LEVELS

- 11.1 The initial Service Levels that will apply to this contract are included within Schedule 10 (Service Levels) of the Draft Contract. Whilst these represent the initial set of Service Levels that will apply to the contract, HMRC reserves the right to agree additional/replacement Service Levels with the successful supplier over the duration of the contract, in accordance with the contract terms.

12 TENDER EVALUATION METHODOLOGY

- 12.1 This paragraph 12 outlines how HMRC will assess whether the bidder meets the minimum selection criteria and how tenders will be scored and evaluated. Any contract(s) awarded as a result of this procurement will be awarded on the basis of the offer that is the most economically advantageous to HMRC.
- 12.2 The tender questions are split across the Selection Questionnaire and Award Questionnaire. Schedules 1 and 2 of this document provides detailed evaluation criteria for the questions included in these questionnaires. Bidders are advised to review all evaluation criteria, questions and supporting documents carefully.
- 12.3 Tenders will be checked for compliance with the submission requirements set out in this ITT and the supporting documents provided by HMRC as part of this procurement exercise. If HMRC considers a tender is non-compliant, HMRC may reject the tender.
- 12.4 Unless stated otherwise within the individual questions, bidders must provide a response to every question included within the Selection and Award questionnaires. HMRC reserve the right to reject your bid should your submission contain any of the following:
- (a) Unanswered questions and/or incomplete question responses
 - (b) Erroneous and/or inaccurate information
- 12.5 HMRC reserves the right to conduct further due diligence checks to determine the accuracy of the information provided by bidders as part of their tender response. This may include, but is not limited to, checks of wider data sources (e.g. tax compliance

checks) and requesting further evidence from bidders. HMRC reserves the right to fail your tender submission should you fail to provide further evidence in any timescales stipulated and/or further due diligence checks identify non-compliance with the requirements outlined in the tender documents.

12.6 Selection Questionnaire (SQ)

- (a) The Selection Questionnaire contains questions assessing whether the bidder meets HMRC's minimum requirements in order to be considered capable of delivering the contract. It is evaluated on a pass/fail basis.
- (b) HMRC will review the answers to the Selection Questionnaire and if a bidder attains a fail on any question, the tender will be rejected and excluded from the award question evaluation process (so their response to the Award Questionnaire will not be evaluated).
- (c) Tenders that pass the Selection Questionnaire stage will be taken through to the award question evaluation process.
- (d) Detailed evaluation criteria for the Selection Questionnaire is included in Schedule 1 of this document

12.7 Award Questionnaire

- (a) HMRC will evaluate the bidders' response to the Award Questionnaire in order to identify the Most Economically Advantageous Tender (MEAT), applying the evaluation criteria, scoring matrix and weightings detailed in this document.
- (b) The Award Questionnaire will be scored out of 100%, split across qualitative and cost elements as follows:
 - Quality (including Social Value): 70%
 - Cost: 30%
- (c) Each question must be answered in its own right. You must not answer any of the questions by cross referencing other questions or other materials, for example reports or information located on your website.
- (d) **Quality Assessment**
 - (i) If you successfully pass the selection stage, you will proceed to the award stage
 - (ii) Responses to individual quality questions (other than pass/fail questions) will be scored in the range of 0-100 using the scoring matrix detailed in Table 1 below. This matrix will be used by the evaluation panel to score individual questions, based on how well the response covers the evaluation criteria provided in the individual question and/or evaluation criteria table in Schedule 2.

Table 1: Scoring Matrix For the Quality Criteria

Assessment	Score	Question Criteria
Unacceptable	0	An unacceptable response The response is not considered relevant and entirely fails to demonstrate how your approach will meet the requirement. The response is unconvincing, flawed or otherwise unacceptable. The response fails to demonstrate an understanding of the requirement.
Poor	20	A poor response The response is poor and only partially relevant. The response addresses some aspects of the requirements but contains insufficient / limited detail or explanation. The response demonstrates only limited understanding of the requirement. The response contains deficiencies which provides an extremely low level of confidence that the requirements would be met.
Below Standard	40	A below standard response The response is limited and somewhat relevant. The response indicates partial understanding of the requirement. The response contains ambiguities which suggests that the requirements would not be met unless clarified. Overall, there are significant concerns with the response and provides a low level of confidence that the approach will meet the required standards.
Satisfactory	60	A satisfactory response The response is satisfactory and relevant. The response indicates a satisfactory understanding of the requirements in most aspects, although may lack detail or explanation in certain areas. The response suggests that the requirements would be met satisfactorily but may require some clarification.
Good	80	A good response The response is good and highly relevant. The response indicates a good understanding of the requirements and provides sufficient detail across all areas, with only minor clarification required. The response demonstrates how the requirements will be met in the main and provides a good level of confidence.
Excellent	100	A very good response The response is excellent and completely relevant. The response is comprehensive, unambiguous and demonstrates an excellent understanding of, and meets, the requirements in all aspects, with no clarification required. Overall, the response is well thought out, there are no concerns, and it provides a very high level of confidence to exceed the requirement.

- (iii) To help ensure the integrity of the evaluation process, HMRC will use a panel of evaluators who will score the same question independently. Where a difference in scores between evaluators is identified, a moderation exercise will take place to discuss the basis on which the scores have been awarded. The evaluators' scores will be moderated to produce a single consensus score agreed on by all evaluators for each question.

Where the discussion between relevant panel members and the moderator is unable to yield a consensus score, the evaluators and moderator will re-convene at least 24 hours' later to undertake the process again in a re-moderation session.

Only in the event that the re-moderation session discussion between relevant panel members and the moderator is unable to yield a consensus score, the moderator may take an average of the evaluators' individual scores.

- (iv) The relevant question weighting will then be applied to the moderated score to produce a final score for that question.

For example, if the question was weighted 10% and the response scored 60/100, the bidder would receive a weighted score of 6%.

- (v) The evaluators are not permitted to assign partial scores against any of the questions (for example giving a score of 50). However, any partial scores resulting from the weighting or moderation process will be rounded to two decimal places.
- (vi) The Award Questionnaire may include pass/fail questions. If a bidder attains a fail (in line with the detailed evaluation criteria in Schedule 2) in response to any of the Award Questionnaire questions, the tender will be rejected.
- (vii) The minimum quality score for this tender is 60% as an average across the Quality Assessment. Any tender that does not achieve the minimum average quality score will be rejected.
- (viii) Please note if a score of 0 is awarded to any of the Quality Assessment, your bid submission will be deemed as non-compliant and removed from this competition.

(e) **Cost Assessment**

- (i) This section sets out how we will evaluate your costs/pricing. Bidders should provide a price on the basis of the requirements provided in the Specification.
- (ii) Bidders should read and understand the instructions in this section, and within the applicable Attachment 11 – Pricing Matrix before submitting your prices.
- (iii) Bidders must not alter, amend or change the format or structure of Attachment 11 – Pricing Matrix.
- (iv) Bidders must complete Attachment – Pricing Matrix in full. HMRC reserve the right to reject a bidder's entire tender submission where the Pricing Matrix is not fully completed or contains erroneous information.
- (v) £0.00 bids are not permitted and will be deemed non-compliant.
- (vi) There are 30 marks available for costs in total and these are allocated across the following 4 price components:

- a) Rate Card – 17 marks
 - b) Support & Maintenance – 4 marks
 - c) BPT Build Activity – 5 marks
 - d) PCT Build Activity – 4 marks
- (vii) You must submit a price in every YELLOW cell within each of the tabs.
 - (viii) Each price you submit in the “Rate Card” tab will be multiplied by the corresponding weighting set out within the “Evaluation Weighting” tab.
 - (ix) Each of the weighted “Rate Card” prices will be added together and the sum will appear in the “Blended Day Rate” cell that is highlighted in BLUE in the “Evaluation” tab. This figure will be used to calculate your score out of 17 for the Day Rates price component.
 - (x) The “Total Cost” for the support for years 2-5 (inclusive) that you submit in the “Support & Maintenance” tab will form the price for evaluation for that component. This figure will be used to calculate your score out of 4 for the Support & Maintenance price component.
 - (xi) The “Total Cost” for the year 1 BPT build activity that you submit in the “BPT Build Activity” tab will form the price for evaluation for that component. This figure will be used to calculate your score out of 5 for the BPT Build Activity price component.
 - (xii) The “Total Cost” for the year 1 PCT build activity that you submit in the “PCT Build Activity” tab will form the price for evaluation for that component. This figure will be used to calculate your score out of 4 for the PCT Build Activity price component.
 - (xiii) For each of the pricing components, the lowest cost received (excluding any cost deemed abnormally low and rejected under paragraph xvi below) will score maximum marks for each component and will be used as the benchmark for other bids to be compared against.
 - (xiv) The following formula will be used to calculate the individual element’s cost score for each bidder:

(Lowest Cost Submitted / Bidder Cost Submission) X Cost Weighting %= Bidder Score For Cost Section

Example.

The calculation we will use for the “Blended Day Rate” price component is:

$$\text{Score} = \text{Lowest Blended Day Rate} / \text{Bidder's Blended Day Rate} \times 17$$

This is illustrated in the example below (figures are for example purposes only):

Bidder A Blended Day Rate	Bidder B Blended Day Rate	Bidder C Blended Day Rate
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£170

£340

£680

Using the calculation set out above:

- Bidder A has the lowest Blended Day Rate of £170 and receives the maximum available score of 17 for the price component.
- Bidder B has a Blended Day Rate of £340 and receives a score of 8.5 for the price component.
- Bidder C has a Blended Day Rate of £680 and receives a score of 4.25 for the price component.

- (xv) This calculation will be completed for each price component so that each bidder has a score out of 17 for the Blended Day Rate price component, a score out of 4 for the Support & Maintenance costs component, and a score out of 4 for the PCT Build Activity component.
- (xvi) HMRC may challenge any tender that it deems to appear abnormally low and reserves the right to reject such tenders in line with Regulation 69 of PCR 2015.
- (xvii) Each bidder's scores for the 4 price components will be added together so that, when the cost assessment is completed, each bidder will have a cost score out of 30.

(i) **Total Score Calculation**

- (ii) Following the evaluation process, each bidder's total quality and cost scores will be combined, giving the bidder a total score out of 100%. The successful supplier will be the bidder who achieves the highest score (subject to the bidder meeting all minimum requirements, not being eliminated for any other reason and passing any due diligence checks).
- (iii) In the event of a tie in scores for the highest-ranking Bidder, HMRC will use Question 3.2.3 as the tie breaker question, with the highest scoring Bidder being successful.
- (iv) If two or more Bidders remain tied for the highest rank then HMRC will apply the following questions as a tie-breaker, in the order of precedence set out, until a highest ranking Bidder is identified.
- a) Question 3.2.4
 - b) Question 3.2.5
 - c) Question 3.2.6
 - d) Question 3.2.2
 - e) Question 3.2.1
 - f) Question 3.2.7

Schedule 1: Selection Questionnaire Guidance and Evaluation Criteria

1 Selection Questionnaire (“SQ”)

- 1.1 The table at the end of this Schedule sets out guidance and evaluation criteria for the Selection Questionnaire. The rest of this Schedule sets out additional guidance.
- 1.2 The Selection Questionnaire is split into 3 parts:
- Part 1: General Information
 - Part 2: Exclusion Grounds
 - Part 3: Selection Criteria Questions
- 1.3 Please ensure that all questions are completed in full, and in the format requested. If the question does not apply to you, please state ‘N/A’. Should you need to provide additional information in response to the questions, please submit a clearly identified annex.

2 Potential Supplier Information and Exclusion Grounds: Part 1 and Part 2

- 2.1 Parts 1 and 2 of the Selection Questionnaire is a self-declaration, made by the bidder that they do not meet any of the grounds for exclusion. If they do meet any of the grounds for exclusion, there is an opportunity for the bidder to explain the background and any measures taken to rectify the situation (we call this self cleaning). HMRC reserves the right to request any evidence HMRC deems appropriate to confirm the accuracy of the self-declarations made by suppliers, at any point during the procurement process. HMRC may reject any tender where the bidder fails to provide such evidence in accordance with any timescales stipulated by HMRC and/or the evidence shows, in the opinion of HMRC, that there is a ground for exclusion.
- 2.2 A completed declaration of Part 1 and Part 2 provides a formal statement that the organisation making the declaration has not breached any of the exclusion grounds. Consequently, we require each consortium member, and all the organisations that you will rely on to meet the selection criteria, to provide a completed Part 1 and Part 2. Sub-contractors that you rely on to meet the selection criteria must complete a self-declaration **(although sub-contractors that are not relied upon do not need to complete the self-declaration)**.
- 2.3 HMRC will require that the bidder replaces an entity which does not meet a relevant selection criterion, or in respect of which there are compulsory grounds for exclusion, and may require that the bidder substitutes an entity in respect of which there are non-compulsory grounds for exclusion, in accordance with Reg 63(4) of PCR 2015.
- 2.4 HMRC may decline to consider bids (or otherwise exclude from participating in the procurement) from suppliers who are constituted or organised under the law of Russia or Belarus, or whose ‘Persons of Significant Control’ information states Russia or Belarus as the place of residency, unless the supplier (or any member of their supply chain they rely on to deliver the contract):
- is registered in the UK or in a country the UK has a relevant international agreement with reciprocal rights of access to public procurement; and/or

- has significant business operations in the UK or in a country the UK has a relevant international agreement with reciprocal rights of access to public procurement.

3 Supplier Selection Questions: Part 3

- 3.1 If the bidder is bidding on behalf of a group (consortium) or intends to use sub-contractors, the bidder should complete all of the selection questions in this Part on behalf of the consortium and/or any sub-contractors (as part of a single composite response (unless the question specifically directs otherwise)). HMRC will require that the bidder replaces an entity which does not meet a relevant selection criterion, in accordance with Reg 63(4) of PCR 2015.

HMRC reserves the right to request any evidence that HMRC deems appropriate, proportionate and relevant to the procurement to confirm the accuracy of the bidders' responses, at any point during the procurement process if necessary to ensure the proper conduct of the procedure. Failure to provide such evidence in any timescales stipulated by HMRC may result in the rejection of your tender.

4 Further Background Information

4.1 Consequences of misrepresentation

- (a) If a bidder seriously misrepresents any factual information in filling in the Selection Questionnaire, and so induce an authority to enter into a contract, there may be significant consequences. The bidder may be excluded from the procurement procedure, and from bidding for other contracts for three years. If a contract has been entered into the bidder may be sued for damages and the contract may be rescinded. If fraud, or fraudulent intent, can be proved, the bidder or its responsible officers may be prosecuted and convicted of the offence of fraud by false representation, and the bidder must be excluded from further procurements for five years.

5 Selection Questionnaire Evaluation Criteria

This table sets out the guidance and evaluation criteria for the Selection Questionnaire

Ariba Question Number(s)	Evaluation Criteria	Evaluation Method
Part 1: General Information		
2.1.1 to 2.1.15	<p>These questions are for information only and will not be evaluated. Bidders are however required to complete these questions accurately and in full. HMRC may conduct further checks on the information provided to confirm the accuracy of information provided.</p> <p>Whilst the responses provided are for information only, HMRC may use the information provided to conduct due diligence checks associated with other sections of this questionnaire (e.g. the company registration number provided may be used to conduct credit checks)</p>	Information Only
Part 2: Exclusion Grounds		
2.2.2 to 2.2.15	<p>Part 2 is a self-declaration, made by you (the potential supplier), that none of the specified grounds for exclusion apply. On questions 2.2.2, 2.2.7, 2.2.12, 2.2.13 and 2.2.14 if any of the grounds for exclusion do apply, there is an opportunity to explain any measures you have taken to demonstrate your reliability notwithstanding the existence of a ground for exclusion (we call this self-cleaning).</p> <p>Part 2 of this questionnaire is evaluated on a pass/fail basis. The following responses to the statements made in Part 2 will constitute a pass (HMRC may however request evidence prior to contract award to help determine the responses provided are accurate):</p> <ul style="list-style-type: none"> ▪ Question 2.2.2: Respond “No” to all statements ▪ Question 2.2.7: Respond “Yes” to the statement ▪ Question 2.2.12: Respond “No” to all statements ▪ Question 2.2.13: Respond “No” to all statements ▪ Question 2.2.14: Respond “Yes” to all statements (or N/A if you are not subject to Section 54 of the Modern Slavery Act) <p>If you do not pass any of these questions, then there will be grounds to fail your entire tender response, unless where applicable you demonstrate your reliability notwithstanding the existence of a ground for exclusion (self-cleaning), to the satisfaction of HMRC.</p> <p>We also reserve the right to use our discretion to exclude your bid where we can demonstrate by any appropriate means (e.g. tax compliance checks, review of your</p>	Pass/Fail

	modern slavery statement) that any of the grounds for exclusion apply to your organisation.	
Part 3: Selection Criteria Questions		
Economic and Financial Standing		
2.3.2 - 2.3.4	<p>Bidders must provide at least one of the following as part of their tender submission:</p> <ul style="list-style-type: none"> ▪ A copy of your detailed accounts (audited if required by law) for the last two years ▪ A statement of your annual turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading and a bank letter outlining the current cash and credit facility position ▪ Alternative information to evidence economic and financial standing (e.g. forecast financial statements and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). <p>Bidders who do not provide any of the above documents will have their tender rejected.</p> <p>HMRC reserves the right to conduct further financial due diligence checks on bidders at any point during the procurement process, in order to assess the financial standing of a bidder. This due diligence may include analysis of the documents identified above, analysis of any other financial information deemed relevant by HMRC and/or credit checks. Bidders must provide any documentation requested in order to assist with the due diligence process.</p> <p>It will be at HMRC's discretion to determine whether the bidder demonstrates suitable financial standing to deliver the contract based on the due diligence checks undertaken. The bidder's tender will be rejected where:</p> <ul style="list-style-type: none"> ▪ HMRC deems the due diligence checks fails to demonstrate a suitable level of financial standing to deliver the contract, and/or; ▪ the bidder fails to provide any of the information requested to undertake such checks, without a reasonable explanation as to why the information is unavailable. 	Pass/Fail
2.3.5	Bidders must respond "Yes" in order to pass. Bidders	Pass/Fail

	<p>answering “No” will have their tender rejected</p> <p>Bidders must confirm their organisation has an annual turnover of at least £14,000,000.</p>	
Technical and Professional Ability		
2.3.7	<p>Past Performance Certificate</p> <p>Please provide details of up to three contracts to meet the technical and professional ability criteria set out in the procurement documents, in any combination from either the public or private sectors; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. The examples must be from the past three years.</p> <p>Bidders should utilise Attachment 6 – Certificate of Past Performance Template to respond to this question.</p> <p>It will be at HMRC’s discretion to determine whether the contract examples demonstrate a suitable level of experience and ability to deliver the contract envisaged from this procurement exercise. A bidder’s tender will be rejected where HMRC deem the contract examples do not demonstrate a sufficient level of experience and ability.</p>	Pass/Fail
Additional Questions		
2.3.9	<p>Insurance levels</p> <p>Bidders answering “Yes” will pass. Bidders answering “No” will have their tender rejected</p>	Pass/Fail
2.3.11	<p>Data Protection</p> <p>In order to pass, bidders must demonstrate, to the satisfaction of HMRC, that they have (or will have by contract award) sufficient technical facilities and measures to ensure compliance with the UK General Data Protection Regulation (UK GDPR) and to ensure the protection of the rights of data subjects.</p> <p>The bidder’s tender will be rejected where HMRC deem the response does not demonstrate sufficient technical facilities and/or measures to ensure compliance with the UK GDPR.</p>	Pass/Fail
2.3.13	<p>Accessibility Questionnaire</p> <p>The accessibility questionnaire requires completion where your proposed service offering includes the use of any product(s) or service(s) that will be provided through a web browser, desktop application or mobile application and will be used by HMRC service users (e.g., HMRC staff or customers).</p> <p>You must respond to this question.</p>	Pass/Fail

	<p>Please respond to each question in the supporting document titled “Attachment 4 – Accessibility Evidence Questionnaire” and attach your completed copy, along with any supporting documents requested, as part of your tender submission.</p> <ul style="list-style-type: none"> ▪ The accessibility questionnaire will be evaluated on a Pass/Fail basis. <p>In order to pass, the responses provided by bidders must demonstrate to the satisfaction of HMRC, that any digital services/products used in the delivery of the contract envisaged by this tender exercise comply with all the following criteria:</p> <ul style="list-style-type: none"> ▪ Any digital services/products delivered through a web browser or mobile application must be fully compliant with the accessibility requirements outlined under the Public Sector Bodies Accessibility Regulations 2018 and the Equality Act 2010 by the contract commencement date, and remain so throughout the entire contract duration ▪ Any digital services/products delivered through a desktop application must be fully compliant with the accessibility requirements outlined under EN301549 (European standard for digital accessibility) and the Equality Act 2010, by the contract commencement date, and remain so throughout the entire contract duration <p>HMRC reserves the right to reject a bidder’s tender submission where insufficient evidence is provided to demonstrate compliance with the above criteria. It will be at HMRC’s sole discretion to decide whether the evidence provided is sufficient or not.</p>	
<p style="text-align: center;">2.3.15</p>	<p>Security Questionnaire</p> <p>Please respond to each question in the supporting document titled “Attachment 5 – Security Questionnaire” and attach your completed copy, along with any supporting documents requested, as part of your tender submission.</p> <p>Responses provided within the security questionnaire will be reviewed for compliance with HMRC security requirements. Bidders failing to demonstrate, to the satisfaction of HMRC, sufficient compliance with HMRC security standards will have their entire tender submission rejected.</p>	<p style="text-align: center;">Pass/Fail</p>
<p style="text-align: center;">2.3.17</p>	<p>Conflicts of Interest</p>	<p style="text-align: center;">Pass/Fail</p>

	<p>Bidders responding “no” will pass. Where a bidder identifies a potential conflict of interest (COI), HMRC will look to remedy any COI without excluding the bidder from the procurement process wherever possible. HMRC does however reserve the right to exclude the bidder from this procurement process where such a COI cannot be remedied by other means, to the satisfaction of HMRC.</p> <p>Withholding knowledge of a COI may result in disqualification from the tender exercise. Once a contract is awarded, the supplier still has a continuing obligation to make HMRC aware of any new conflicts and to maintain where necessary any mitigating actions.</p>	
2.3.19 to 2.3.20	<p>Declaration</p> <p>Bidders must confirm they agree to all parts of the declaration and provide the contact details requested for the person making the declaration in order to pass. Failure to do this will result in the rejection of your tender submission.</p>	Pass/Fail

SCHEDULE 2: QUALITY EVALUATION CRITERIA

Your responses to each question must not exceed the given word count and attachment limits. Text responses must not use non-standard hyphenation or any other method of uncommonly joining words to artificially lower the overall word count.

Attachments are to be used solely for the inclusion of images, diagrams, tables, charts and process flows as you require, and no hyperlinks are permitted. Any text within the attachment must be a minimum of Arial font size 10. You must not use the attachment allowances to provide additional text response as this should be captured in the eSourcing suite text boxes.

Ariba Question Number(s)	Evaluation Criteria	Evaluation Method
Pass/Fail Questions		
3.1.1	<p>Obligation to publish contract documents: Bidders must confirm they understand information submitted as part of the procurement process may be subject to publication on Contracts Finder/be subject to disclosure to a third party under the FOIA. Bidders not providing this acknowledgement will have their tender rejected at the discretion of HMRC.</p> <p>Identifying any information the bidder deems to be commercially sensitive is for information only and will not be evaluated.</p>	Pass/Fail
3.1.2	Specification acknowledgement: Bidders answering “Yes” will pass. Bidders answering “No” will have their tender rejected	Pass/Fail
3.1.3	<p>Acknowledgement of projects impacting BPT and PCT for April 2026 launch.</p> <p>HMRC expects some large and complex requirements for the 2026-2027 tax year.</p> <p>These legislative changes will need to be incorporated into the BPT and PCT applications, to ensure availability for accurate payrolling purposes for the tax year in question.</p> <p>One measure in particular is unprecedented in its scale and level of impact on payroll.</p> <p>Bidders answering “Yes” confirm their acknowledgement and capability to meet these requirements. Bidders answering “No” will have their tender rejected.</p>	Pass/Fail
3.1.4	<p>TUPE</p> <p>In the context of the TUPE data provided in SharePoint, demonstrate your approach to TUPE transition in relation to this contract. You should consider the scope, scale and complexity involved. Your response should include, but not</p>	Pass/Fail

	<p>be limited to;</p> <p>a) Explanation of your organisation's approach to TUPE b) Detail on the due diligence process you will undertake c) A summary of any specific issues you envisage and how these could be managed/mitigated</p> <p>Your response must not exceed 1000 words and may contain a maximum of 2 attachments. Any attachments must be limited to no more than 2 pages, including tables and diagrams.</p>	
Qualitative Questions: 70% Weighting		
3.2.1	<p>Engagement</p> <p>HMRC requires weekly and ad-hoc updates throughout the delivery process. Demonstrate your approach to collaboration and engagement with key stakeholders, including HMRC's operational team during the lifetime of this contract. Your response should include, but not be limited to;</p> <p>a) How you will collaborate with HMRC teams to develop an annual joint timeline of activity and delivery plan to meet non-negotiable deadlines set by HMRC b) How you will ensure these plans remain up to date throughout the year of delivery c) Details of your communications plan, including how you will articulate and manage unexpected delays and how you will identify and mitigate risks to implementation</p> <p>Your response must not exceed 1000 words and may contain a maximum of 2 attachments. Any attachments must be limited to no more than 1 page, including tables and diagrams.</p>	5%
3.2.2	<p>Knowledge Transfer</p> <p>Demonstrate your approach to knowledge transfer at the end of this contract. Your response should be in the context of this ITT and the supporting procurement documents, including but not limited to Schedule 2 (Specification). Your response should include, but not be limited to;</p> <p>a) Demonstrating your approach to the development of a Virtual Library during the life of the contract, including the particulars of the PAYE process (and tool management instructions) b) How you will ensure documents and code uploaded to this Virtual Library will be high quality and meet GDS standards c) How this Virtual Library will be made accessible to another supplier to support the transition at the end of the Contract</p>	5%

	<p>Your response must not exceed 1000 words and may contain a maximum of 2 attachments. Any attachments must be limited to no more than 1 page, including tables and diagrams.</p>	
3.2.3	<p>Urgent Requirements</p> <p>There are occasional last minute/urgent fiscal announcements which change requirements already provided for the annual release. There have also in the past been in year announcements which require the product to be updated, and a new version published. These updates need to be incorporated and published to strict deadlines, as dictated by HMRC, alongside existing annual build activity.</p> <p>Both of these scenarios would require changes where very little notice time, sometimes only a few weeks, is provided.</p> <p>You should respond to this question using the following scenario:</p> <p>You have an in-year announcement with 8 weeks' notice that the rate of employee national insurance is being reduced by 3.5%. This requires an update to the Basic PAYE Tool which must be supplied to HMRC within 5 weeks for upload to the website for employers to use on the date the reduction is implemented. Note that this change is required alongside the build of the new tool for the following tax year.</p> <p>Please outline how you would implement these changes, including;</p> <ol style="list-style-type: none"> How you will identify and mitigate risks to meeting the Live Implementation Date (see Attachment 12 - HMRC SOW Annual Build Activity for an example of Live Implementation Date); How you will interact with HMRC throughout the process; How you will scale up operations, or redistribute capacity, to ensure you have the capability and availability to implement the required changes; How you will balance the urgent requirements alongside the existing annual build activity. <p>Your response must not exceed 2000 words and may contain a maximum of 3 attachments. One attachment must be a draft action plan for delivering this urgent requirement. Any attachments must be limited to no more than 2 pages, including tables and diagrams.</p>	16%
3.2.4	<p>Payroll</p> <p>Using an example of experience your business has within the last 5 years, demonstrate how you have/will develop a detailed understanding of payroll processes. Your response</p>	14%

	<p>should include;</p> <ul style="list-style-type: none"> a) An explanation of work undertaken, highlighting its relevance to understanding payroll processes; b) How you will apply your knowledge when building and testing the BPT; c) Your approach to further developing your understanding of current payroll processes and any future changes to them; d) How you will deal with the full end-to-end testing requirements. <p>You will be expected to have/obtain a sufficient understanding of PAYE to undertake the calculations that underpin payroll management.</p> <p>Your response must not exceed 1600 words and may contain a maximum of 3 attachments. Any attachments must be limited to no more than 3 pages, including tables and diagrams.</p>	
<p>3.2.5</p>	<p>BPT Build Activity</p> <p>Each year, a new version of the BPT must be developed, as outlined in Schedule 2 (Specification). In the first year of delivery, the supplier will be required to build a new version of the tool utilising HMRC's existing Intellectual Property Rights.</p> <p>Bidders should provide an overview of their approach to building the tool as per Attachment 12 – SOW Annual Build Activity for Basic PAYE Tool.</p> <p>You are required to use HMRC's IPR to develop the existing tool. This is written in Python and all code/data bases are provided for the last 6 years.</p> <p>Your response should include, but not be limited to:</p> <ul style="list-style-type: none"> a) The composition of your project delivery team; b) How you will ensure you meet the requirement for the Baselined Application Software in line with the Live Implementation Date; c) A draft annual delivery plan for the requirements set out in Section 3 of Attachment 13, this should identify deliverables per quarter. <p>Your response must not exceed 1000 words and may contain a maximum of 1 attachment. Any attachments must be limited to no more than 3 pages, including tables and diagrams.</p>	<p>10%</p>
<p>3.2.6</p>	<p>BPT Modernisation</p> <p>During the Contract Period, the supplier may be asked to modernise the BPT build. Note that any decision to</p>	<p>10%</p>

	<p>modernise the BPT will be subject to agreement by the Buyer and is not guaranteed under this Contract.</p> <p>You should consider the scenario below and the requirements set out in Schedule 2 (Specification) and the build activity outlined in Attachment 12 – SOW Annual Build Activity for Basic PAYE Tool.</p> <p>Scenario: You are required to modernise the BPT while retaining its current format and feel for users (see guidance document provided on gov.uk for screenshots: https://www.gov.uk/government/publications/basic-payee-tools-user-guide/basic-payee-tools-user-guide). Bidders are encouraged to utilise their experience to develop a new tool, the tool must allow users to make changes to data submitted from the last 6 years as well as the existing year.</p> <p>Your response should include, but not be limited to:</p> <ul style="list-style-type: none"> a) An explanation of your proposed tool and how it would operate; b) How you will ensure employers are able to make amendments to the last 6 years of information; c) A draft annual delivery plan for the new tool. <p>Your response must not exceed 1500 words and may contain a maximum of 2 attachments. Any attachments must be limited to no more than 3 pages, including tables and diagrams.</p>	
<p>3.2.7</p>	<p>Social Value: Theme 2- Tackling Economic Inequality</p> <p>Policy Outcome: Create new businesses, new jobs and new skills</p> <p>Model Award Criteria MAC2.3: Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.</p> <p>Bidders should use Attachment 14 – Social Value Bidder Response Template and Attachment 15 – Social Value Cabinet Office Metrics to respond to this question. Additional supporting information is included in the attachments.</p> <p>Part A</p> <p>Using a maximum of 1,000 words, describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:</p>	<p>10%</p>

1) your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria.

2) a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:

- timed action plan
- use of metrics
- tools/processes used to gather data
- reporting
- feedback and improvement
- transparency.

3) how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering.

Part B

Using the Social Value Service Level Template table provided and a **maximum of a further 500 words** in the Bidder Question Part B Response section, please summarise the Social Value commitments that were detailed in Part A of this question by completing a row for each commitment.

Part C

Please complete Attachment 15 – Social Value Cabinet Office Metrics table for the Social Value Commitments you have outlined in Part A.

Guidance

You must insert your response into the Word document provided titled "Attachment 14 – Social Value Bidder Response Template" and attach it to the question in the eSourcing suite. This document should include your response to Part A and Part B in "Bidder/Supplier Response Section" and adhere to the word limits below.

Your response must not exceed 1,500 words for Part A and 500 words for Part B. Text within the attachments must be a minimum of Arial font size 10.

For Part C, you should also attach the Excel template "Attachment 15 – Social Value Cabinet Office Metrics" to the question in the eSourcing suite. Please note the metrics

	<p>listed in the document are examples, bidders may submit different commitments from those listed.</p> <p>You must address the entire question and provide detailed evidence that demonstrates how your approach will meet the requirement.</p>	
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