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# REQUEST FOR INFORMATION (RFI)

Customer: HMRC

Start date: 13 December 2022

Date response required: 06 January 2023

Dear Potential Provider,

We would like to notify you of an upcoming requirement, and by doing so we are keen to understand where the market stands in terms of our requirement below.

This Request for Information (RFI) seeks information relating to Fraud Reputation Services that may include all or a combination of the following features:

- Device fingerprinting

- Email address identification/authentication

- Phone number identification/authentication

- IP address identification/authentication

Please note the following general conditions:

* This RFI will help us to refine the requirements.
* We reserve the right not to proceed with a further competition or direct award. Nothing shall constitute a commitment to ordering unless we undertake a further competition or direct award that results in the award of a Call-Off Contract.
* Should a Call-Off Agreement be awarded following a further competition or direct award, the Potential Provider agrees to supply the services in accordance with the HMRC terms and conditions and any other terms or standards that may apply.
* Any and all costs associated with the production of such a response either to a RFI or a further competition must be borne by the Potential Provider. We will not contribute in any way to meeting production costs of any response.
* Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
* No down-selection of Potential Providers will take place as a consequence of any responses or interactions relating to this RFI.
* We expect that all responses to this RFI will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
* Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
* No information provided by a Potential Provider in response to this RFI will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Provider, in any subsequent formal procurement process.

**CURRENT SITUATION**

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.

**OUR AIMS – WHAT WE WANT TO ACHIEVE**

In order to facilitate a complete monitoring service of HMRC front-end digital services, HMRC critically require the ability to see what devices, email addresses, telephone numbers and IP addresses our customers are using and to match these against 'known bad' attributes previously involved in fraud or attributes that have been compromised.

HMRC are looking for one or more Provider to deliver the following aims:

* To provide a device fingerprinting - the requirement is for the Supplier to be able, at its core, to correctly identify what device a customer is using during their online interaction with HMRC. The Potential Provider should also be able to identify whether one user is using several devices.
* Email, Telephone number, IP address - the Potential Provider should be able to provide a risk profile for each of these attributes in order to prevent users from fraudulently accessing HMRC services and/or provide supplementary information that can be used by HMRC.

**WHAT WE ARE LOOKING FOR**

1. An insight into prices and services provided by the Potential Provider in relation to the tool.
2. A demo of the tool for a given period of 1 month in order to assess the capabilities of the tool that the Buyer is looking for.
3. Information regarding the hosting of the tool.
4. Information regarding the collection and storage of data and whether it is stored and/or processed offshore.
5. Information regarding the Security Protocol and Processes that exist in order to guarantee a safe environment for Sandboxing, and/or the handling sensitive data.
6. In case of award of contract, the Potential Provider would be required to ensure that any staff working on the HMRC account are SC cleared. If, however, HMRC choose to use an internal environment as a ‘sandbox’ to reflect the security strictures of the requirement, an on-premise license capable of being hosted in HMRC IaaS behind organisation firewalls would be required.

**QUESTIONNAIRE**

HMRC request you complete the embedded questionnaire as fully as possible and invite any supplementary information along with your response. Please return this questionnaire via email to the contact below according to our timetable.

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**OUR TIMETABLE**

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| --- | --- |
| DATE | ACTIVITY |
| 13/12/2022 | Publication of the RFI |
| 13/12/2022 | Clarification period starts |
| 21/12/2022 | Clarification period closes |
| 04/01/2023 | Deadline for the publication of responses to the RFI Clarification questions |
| 11/01/2023 | Deadline for submission of an RFI Response |
| 20/01/2023 | Analysis of RFI responses |
| 25/01/2023 | Confirm next steps to RFI Respondents |

**QUESTIONS AND CLARIFICATIONS**

* Potential Providers may raise questions or seek clarification regarding any aspect of this RFI document at any time prior to the Response Deadline. Questions must be submitted via email to the contact below.
* To ensure that all Potential Providers have equal access to information regarding this Procurement, responses to questions raised by Potential Providers will be published in a questions and answers document, which will be available
* Responses to questions will not identify the originator of the question.
* If a Potential Provider wishes to ask a question or seek clarification without the question and answer being published in this way, then the Potential Provider must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Provider will be invited to decide whether:
  + The question/clarification and the response should in fact be published; or
  + It wishes to withdraw the question/clarification.

**GENERAL CONTACT POINT FOR THIS RFI**

RFI Lead

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