HM Revenue & Customs

REQUEST FOR INFORMATION

REFERENCE NO: Doc861397707

CUSTOMER: HMRC and Wider HM Government

DATE RESPONSE REQUIRED:

Following on from our formal **Single Trade Window** (STW) market engagement launch event on the 28th of January 2022, this Request for Information (RFI) seeks information relating to potential future architectural options for the Single Trade Window services.

Please note the following general conditions:
- Any and all costs associated with the production of a response to this RFI and attendance at any subsequent meetings must be borne by a responding supplier. We will not contribute in any way to meeting production costs of any response or related subsequent meetings.
- Information contained within this document is confidential and must not be revealed to any third party without prior written consent from the Single Trade Window Programme.
- We expect that all responses to this RFI will be provided by responding suppliers in good faith to the best of their ability in the light of information available at the time of their response.
- This RFI process is a standalone exercise. No information provided by any suppliers responding to this RFI, whether suppliers progress to future stages of the market engagement or not, will be carried forward, used or acknowledged in any way for the purpose of evaluating the responding supplier in any subsequent formal procurement process.
- This RFI is a preliminary pre-discovery exercise to gather market views on our architectural approach, supplier market capability and appetite, and therefore is not a formal procurement process.

INTRODUCTION

The **'Single Trade Window' (STW)** is an essential component of the **2025 UK Border Strategy** and will transform how traders interact with the Border and how HM Government (HMG) collects data from businesses. By reducing costs of importing and exporting; and giving border agencies access to high quality data in real time, it will support the security of the UK in addition to transforming border interactions and boosting trade and the UK's global reputation in its own right.

OFFICIAL

The Single Trade Window (STW), whilst the delivery arm of the programme sits in HMRC as well as the financial and commercial accountability, is a government-wide programme with input from a number of border departments and agencies. It is a multi-year Programme and forms the backbone of the technological delivery required to deliver the UK's Border Strategy. Currently, a business seeking to trade through the UK border - either importing or exporting - is required to interact with a number of government departments through separate processes, each often asking for the same information.. The Single Trade Window will bring all of these processes together in a single gateway to provide businesses with a single place to interact with and fulfil their import, export and transit requirements when interacting with the border. The STW will not replace the back-end systems and processes operated by individual Government Departments, instead providing the technological links that bind them together whilst providing the trader with the experience of dealing with Government in one place.

The STW will benefit traders by:
- Rationalising data requirements, only asking for any piece of information once
- Providing a single place for consolidated communication both from and to the trader
- Creating easy to use guidance that puts the customer's trade and specific needs at the heart of the support they receive
- Enabling central dashboards of information where a trader can see all of their interactions

In addition to Trader benefits the STW will provide benefits for HMG by:
- Improving data accuracy and consistency by only asking for each piece of information once
- Sharing data between consuming systems in real time to facilitate earlier analysis for risking, improving the flow of goods through the border and enabling more targeted interventions.

To get a more comprehensive understanding of the key functionalities of the Single Trade Window please refer to the corresponding 'Single Trade Window - Architectural Approach slide pack'.

We are taking an "API-first" approach to the Single Trade Window; we expect that the vast majority of border transactions will be completed through third party software that interacts with the central STW service through APIs. That being the case, the focus of this RFI is on how we develop the central data and transaction management capability, rather than end user interfaces.

SUPPLIER/S ENGAGEMENT, PARTNERSHIP & DELIVERY

During this 5-year period, HMG will explore working with suitably skilled supplier/s, to deliver and support architectural design, service and functionality development, and our roadmap to building and delivering a Single Trade Window. The Single Trade Window will operate and interact with several critical business systems in order to maintain the successful operation of HM Government at the Border and for trade.

OUR AIMS – WHAT WE WANT TO ACHIEVE FROM THIS RFI EXERCISE

HMRC is looking for insight to inform its architectural approach and understanding of options from suppliers who have:

- Experience of successfully delivering enterprise class services for corporate clients .
- A proven track record of providing fresh thinking, and of using innovative solutions and technologies, to provide benefits and transformation to clients.
- Evidence of collaborative working with other suppliers (potentially competitors) and (ideally) Government Departments in order to deliver robust, integrated, and well aligned client solutions.
- Ideally some experience and/or ongoing involvement in UK (and international) trade systems and services.
- A demonstrable capability to support HMG's STW Programme - including the provision of suitably skilled, experienced, and available resources.

It is anticipated there will be further engagement with suppliers in these areas.

TIMELINE, IMPLEMENTATION & LIVE SERVICES

Our aim is to have the Single Trade Window architecture model implementation started in Q2 of 2022. We are looking to understand the glide path from the point of implementation to live transactional services being available to traders.

Our timeline for our commercial approach is set out below, but is at an early stage of development and subject to change as our understanding of requirements evolves:

Activity	Date/Period
RFI Issued	21 March 2022
RFI responses received	6 April 2022
RFI responses reviewed by the Authority	April 2022
Supplier Pre-Discovery Market Engagement Period	April/May

WHAT WE ARE LOOKING FOR

HMG requires prospective suppliers interested in taking part in this RFI who believe they have the required experience to provide the insight required by HMG to respond to the questions as outlined in Table 1 below.

Supplier Key Points and Considerations

The questions in **Table 1** below cover the key points we want to address and are replicated in HMRC SAP Ariba, where they must be answered. Please note the word limit is restricted to 500 words per question and **only** the first 500 words will be provided to the review team.

However, an **Executive Summary** of 2000 words may also be attached, but no attachments to individual questions.

All economic operators may request a 121 conversation with the Single Trade Window to expand on their initial responses. To request this conversation, please send a direct message using the SAP Ariba messaging functionality as soon as you have accessed the questionnaire, subject 121 REQUEST.

No 121 meetings will take place until after the 6th April (RFI Close date) 2022.

Table 1

#	Questions
1.	**Supplier Information**
1.1	Full name of company.
1.2	Headline financial information of your company (Turnover, t, number of staff and percentage of these staff attributable to similar services to those being sought in this procurement)
1.3	What is the Supplier's current experience of (and involvement in) international trade systems, software and services?
2	**Data**
2.1	How would the Supplier propose that the Single Trade Window extracts the maximum value and business benefit from leveraging available data?
2.2	How would the supplier recommend that Single Trade Window uses data to better inform HMG's business and/or other actors in the supply chain?

2.3	What recommendations would the supplier make in terms of data processing (including capabilities such as analytics and data mining) in order to learn from it and gain greater insight into UK and international trade.
2.4	What experience and recommendations can the Supplier provide in terms of data interoperability and national/international data standards?
2.5	What approaches would the Supplier propose in order to both avoid duplicate data entry, whilst also ensuring that captured data is available to – and usable by - disparate HMG systems that may expect to capture data in different formats and process it in different ways?
3	**Global Ecosystem**
3.1	What initiatives would the Supplier propose in order to enable and encourage interaction with other countries and (where available) their Single Trade Window solutions?
3.2	What approaches would the Supplier propose in order for the Single Trade Window to gain maximum benefit from new and existing commercial Supply Chain Systems?
3.3	What opportunities does the Supplier anticipate from interoperability with/participation in commercial Supply Chain Systems?
3.4	How does the Supplier suggest that Supply Chain System opportunities should be exploited in order to deliver business benefit early, and also to continue to expand and increase that business benefit over time?
4	**Innovation Suggestions**
4.1	What specific initiatives would the Supplier propose in order to make the Single Trade Window an innovative and transformative Programme?
4.2	Does the Supplier have any technology proposals which it considers would deliver significant benefits for the Single Trade Window?
4.3	What wider industry innovations would the Supplier identify as particularly relevant to the Single Trade Window?

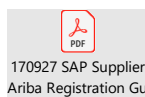| 5.	**Portability and Service Implementation Models**
5.1	What are the Supplier's recommendations for Single Trade Window implementation in order to maximise portability and to 'future proof' service provision, so it can flex as and when underlying data and customer needs change?
5.2	How would the Supplier propose that different service implementation models (particularly hosted and non-hosted) should be used/blended within the Single Trade Window?
5.3	What does the Supplier consider to be the advantages/drawbacks of a Single Trade Window service, where different components could be provisioned/hosted by different suppliers? What approaches would the Supplier recommend in order to maximise the benefits (and avoid any issues) arising from such a delivery model?
6.	**HMG Service Integration**
6.1	The Single Trade Window will facilitate, via an API-first approach, a seamless customer experience of UK border processes and systems. What technologies and/or approaches would the Supplier propose in order to help realise that integration of disparate HMG services?
6.2	What does the Supplier consider to be the greatest challenges associated with linking new/existing HMG services in order to deliver a joined-up Single Trade Window? How would the Supplier address those challenges?
6.3	How would the Supplier ensure that the Single Trade Window avoids the potential pitfalls (associated with factors such as transactional integrity, performance, response times, or individual service failures) when delivering an offering that can encompass multiple HMG services?
7	**Ecosystem Partners**
7.1	How does the Supplier suggest that the Single Trade Window can deliver the greatest value for actors in either the same supply chain or in the wider trade ecosystem?
7.2	What does the Supplier consider to be the most significant issues with existing border services, and how would the Supplier recommend those issues are addressed?

8	**Commercial**
8.1	Based on the information requested in this document and your response to it, does the supplier envisage all services covered being provided directly by a single supplier, or are there services where you anticipate working with other suppliers as part of a partnering delivery model?
8.2	Please specify any areas of service where you anticipate partnering with other service providers, and a high-level outline of any risks to delivery of a 'blended' supplier model, and how you have managed them successfully in the past?
8.3	Based on the information requested in this document, and your response to it, please set your views on implementation timescales to the point when STW could commence offering live services to Traders? If you can't estimate this, please advise what additional information would help you to do this?
8.4	Please list any existing contracts with expiry dates, for example lots on any CCS frameworks, that have been awarded to you, or you are in the process of bidding for, which all/part of the services covered in your response are in scope of?
9	**Points of Clarifications**
9.1	Is there anything that you would like HMRC to clarify during the RFI exercise period or to consider at this time?
10.	**Single Trade Window Architectural Approach – attached in SAP Ariba**

Guidelines for Response

RFI Registration

Suppliers wishing to respond to this RFI and are pre-registered on the HMRC SAP Ariba e-sourcing portal can email the contact below asking for access.

For suppliers not already registered, the guidance for the HMRC SAP Ariba e-sourcing portal registration process can be found using this embedded document below:

170927 SAP Supplier Ariba Registration Gu

Once registered on the SAP Ariba e-Sourcing portal, you will be provided with a SAP Ariba ANxxxxxx registration number. Once you have this registration number or if you are already registered please email your ANxxxxx number to the contacts listed in the contact table.

You will then be granted event access to submit your responses to this RFI within the Ariba Portal.

HMRC will use SAP Ariba to manage responses to this event. All responses to the RFI Questions in Table 1 must only be submitted through SAP Ariba.

RFI - Contact Points

Name	Email Address
Suzanne Wright	suzanne.wright@hmrc.gov.uk