

HMRC SME Action Plan

Agreed actions	Target date for implementation	Task	Outcome	Success factor
<p>1. From June 2011, HMRC will develop and maintain information on its website relevant for SMEs. The information will include, but will not be limited to, signposting for SMEs to access relevant procurement details and how they can work with the Department. The Department will provide clear contact points for additional information and queries.</p>	<p>June '11</p>	<p>Create and develop a specific area on the HMRC website for SMEs. Establish single point of contact (email address) for SME queries. mailto:e.procurement@hmrc.gsi.gov.uk</p>	<p>SMEs have a greater understanding of where to get information about opportunities within the Department.</p>	<p>Ensuring relevant and useful information is made available on the website which encourages opportunities.</p>
<p>2. Work with the 12 largest prime HMRC suppliers (representing c80% of 3rd party spend) to ensure they identify and engage with their own SME supply chains, including 3/4th level suppliers and agree actions (such as advertising suitable sub-contracting opportunities on Contracts Finder) with them to increase value of spend.</p>	<p>Effective immediately for conclusion by March '12</p>	<p>HMRC to confirm actions for primes to increase value of 3rd third party spend</p>	<p>Increased engagement and agreement of actions with our prime suppliers results in increase with supply chain SMEs</p>	<p>Third party SME spend increase on 2010/11 baseline position</p>

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<p>3. HMRC to review its print supply chain strategy to facilitate the SME agenda</p>	<p>September '11</p>	<p>HMRC to produce an Action Plan for SME utilisation within the print strategy</p>	<p>Increased engagement and agreement of actions with Print Vendor partner results in increased SME visibility</p>	<p>Contributes to increasing the level of SME engagement</p>
<p>4. Building on the work done on the recent open procedure procurement for Debt Collection Services; HMRC will provide a workshop for Depts. (X,Y & Z). This will be supplemented by HMRC providing ongoing advice and support to these depts. as they run their own open procedure procurements-subject to resource availability.</p>	<p>Effective Immediately and ongoing to March '12.</p>	<p>HMRC to work with Depts. (X,Y & Z) to arrange dates for workshops. Workshops to be held (by end Summer) and HMRC to establish with each dept, suitable form of ongoing support.</p>	<p>Depts. benefit from experience, knowledge and lessons learnt from HMRC. Depts. able to draw on support from HMRC as they develop their own open procedure procurements.</p>	<p>Depts. running open procedure to encourage SMEs do so smoothly and successfully with support from HMRC</p>
<p>5. HMRC to consider appropriate procurements that are suitable for SME competition.</p>	<p>March 12</p>	<p>HMRC to publish details on the SME intranet page (see Action 1) and communicate with Trade / Marketplace bodies.</p>	<p>SMEs being able to bid for HMRC contracts that are within their capability and capacity.</p>	<p>Greater number of SMEs participating in HMRC 's tender process.</p>

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