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Planning

Home Office Customer Journey Support

Home Office

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-007081

Procurement identifier (OCID): ocds-h6vhtk-032243

Published 15 March 2022, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Home Office

London

Email

fbis.commercial@homeoffice.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Home Office Customer Journey Support

Reference number

C22825

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Market engagement for future services: customer contact transformation to include robotic automation, assistive technologies, and customer account management.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32332200 - Telephone-answering machines
- 32550000 - Telephone equipment
- 48445000 - Customer Relation Management software package
- 48920000 - Office automation software package
- 48921000 - Automation system
- 72212445 - Customer Relation Management software development services
- 72513000 - Office automation services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Home Office is the lead Government Department for immigration and passports, and is responsible for securing the UK border, controlling immigration and issuing passports and visas.

The Home Office seeks market knowledge from suppliers in relation to customer contact management and overall customer journey support for the global customer base. For example, technologies supporting these services:

Virtual assistant

Web chat

Voice bot

Customer account/relationship management

II.2.14) Additional information

Scope is indicative at this stage and is subject to change in any subsequent contract notice(s).

II.3) Estimated date of publication of contract notice

30 September 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

A virtual further information and supplier engagement event will be held 14:30 23/03/2022.

Companies able to offer a solution within the required time are requested to attend, attendance is not a condition for bidders in any future procurement.

Any suppliers interested in attending this event should register interest by email to

fbiscommercial@homeoffice.gov.uk before 21/03/2022