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Tender

HMCTS Digital Support Service

Ministry of Justice

F02: Contract notice

Notice identifier: 2021/S 000-011021

Procurement identifier (OCID): ocds-h6vhtk-02b27e

Published 18 May 2021, 10:55pm

Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Contact

Jack Wellstood

Email

HMCTSCommissioningandCommercial@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.justice.gov.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HMCTS Digital Support Service

Reference number

prj_5737

II.1.2) Main CPV code

- 75130000 - Supporting services for the government

II.1.3) Type of contract

Services

II.1.4) Short description

Her Majesty's Courts and Tribunals Service (HMCTS) is undergoing a £1bn Reform Programme. The reform programme aims to 'bring new technology and modern ways of working to the way justice is administered'. Each of the Programme's service projects has been looking to re-design the end to end service, increasing the automation and digitisation of processes, such as online forms and payments. The intention was that as many service users as possible will take up these digital offers. However, the HMCTS customer base is a varied one, and there is a need to support a potentially significant number of digitally excluded users who cannot or choose not to go online by themselves. This principle underpins the HMCTS vision of a justice system that is accessible to all. HMCTS also recognises that the customer base faces a wide range of digital exclusion barriers that they may require assistance and support to overcome.

We define 'access' as the ability for any person to find and use the necessary resources to interact and journey through court and tribunal services, without having to overcome any unreasonable barriers to doing so. There are many barriers that may hinder members of the public from accessing our future services. This may include, for example, financial constraints, lack of internet access, low confidence in using digital services, poor literacy or disability. The key role of this service is to provide users of HMCTS services who may face barriers to accessing digital platforms with the bespoke support required to successfully access justice services digitally. The reason a user may require support may differ from user to user, and users may have multiple causes of digital exclusion that require addressing.

II.1.5) Estimated total value

Value excluding VAT: £13,700,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72500000 - Computer-related services
- 73000000 - Research and development services and related consultancy services
- 80400000 - Adult and other education services
- 80500000 - Training services
- 85320000 - Social services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

England, Wales and Scotland

II.2.4) Description of the procurement

The key role of this service is to provide users of HMCTS services who may face barriers to accessing digital platforms with the bespoke support required to successfully access justice services digitally. The reason a user may require support may differ from user to user, and users may have multiple causes of digital exclusion that require addressing. Users may require a variety of different types of digital support, covering the end-to-end user journey for HMCTS services. This may range from understanding the HMCTS service and why it exists, through to assisting with completing a HMCTS form.

Whilst the scope of this contract is to help users' access and complete online services, further support such as practical, procedural or emotional support may also be needed. This further support should be delivered as part of the digital support interaction. Other services offered by an organisation may also be needed to ensure the success of a digital support interaction. This can include signposting to or delivery of other HMCTS service

support. This should be included in the Total Charge Per Outcome as set out in appendix G.

Users of DS are unlikely to have firm expectations of how DS is delivered, or the aims are achieved. The key priority is that users needing to access a HMCTS service are informed of their options, and if happy to complete online, are supported to access and/or complete DS correctly. A provider of this service needs to locate and establish contact with potential users in England, Wales and Scotland (for reserved tribunals). This will be by building on or establishing strong relationships with local organisations which potential users will have contact with.

Please see the specification document for the full description of the nature of quantity of the service requirements.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £13,700,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option for two 12 month extensions (56 months total)

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Full tender documentation can be found on the MoJ Sourcing Portal, found at "<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>"

Once registered for the MoJ Sourcing Portal, please navigate to the ITTs and search for "HMCTS Digital Support" or "ITT_5275".

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 208-509147](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

25 June 2021

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

28 June 2021

Local time

8:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Ministry of Justice

London

Country

United Kingdom