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Planning

## **Market Engagement and Tech Spike for Contact Centre as a Service (CCaaS) solutions**

Ministry of Justice

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-011102

Procurement identifier (OCID): ocds-h6vhtk-03bf79

Published 18 April 2023, 2:17pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Ministry of Justice

102 Petty France

London

SW1H 9AJ

#### **Email**

[ccmd-dandtsupplierinbox@justice.gov.uk](mailto:ccmd-dandtsupplierinbox@justice.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

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

**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**

Market Engagement and Tech Spike for Contact Centre as a Service (CCaaS) solutions

#### **II.1.2) Main CPV code**

- 72222300 - Information technology services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority wishes to engage with the market to further its understanding and knowledge of Contact Centre as a Service (CCaaS) solutions and how they might benefit our business.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 48500000 - Communication and multimedia software package
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 72250000 - System and support services
- 72260000 - Software-related services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

## II.2.4) Description of the procurement

It is the Authority's intention, through this Market Engagement and Tech Spike, to leverage free trials of Contact Centre as a Service (CCaaS) solutions to understand whether CCaaS solutions could meet the operational needs of HM Courts and Tribunals Service (HMCTS) Contact Centre. Information gathered through this activity may inform requirements and definition for a future competition.

The HMCTS Contact Centre includes 500-700 concurrent agents split over 11+ lines of business.

Each vendor solution will be used for a max 30-day period as a fully stand-alone sandbox with a sample Line of Business being configured to investigate the following capabilities:

- Contact handling (voice, email, webchat) incorporating
  - o build, routing and queuing
  - o Email keyword analysis, routing and multi-day queuing
  - o Webchat
  - o Agent and team leader User Interfaces (UIs)
- System admin
- Real time and historical Management Information (MI)
- Tactical resource re-allocation
- Position in queue callbacks
- Quality Management
- Workforce management, scheduling and adherence
- Surveying
- Knowledge authoring and usage

After providing access to the CCaaS trial software, HMCTS expects to be self-sufficient in

the configuration and use of the solution, but would seek to have twice weekly 1-hour checkpoints for Q&A.

As this will be on a free trial basis, suppliers are asked to identify any restrictions that will apply. At the end of a trial of a solution, it is understood that access will end and all CCaaS configuration will be lost.

The Authority is looking to only trial software direct from the software manufacturer. This would not exclude resellers of the software manufacturer's product from taking part in any future competition.

Interested suppliers can register their interest in the PIN by emailing [ccmd-dandtupplierinbox@justice.gov.uk](mailto:ccmd-dandtupplierinbox@justice.gov.uk). We will then invite you to complete a short questionnaire which we request you to return as promptly as possible. If responses meet the criteria outlined above, you will be invited to provide free trial software. Participating suppliers will be required to sign a Non-Disclosure Agreement.

All expressions of interests need to be submitted to the Authority by 19 May 2023.

Any costs or investments which are incurred in relation to this Market Engagement and Tech Spike shall be the supplier's responsibility and the Authority shall have no liability for any such costs or investments.

Please note that suppliers whose questionnaire responses do not meet the criteria are not excluded from any future competition. Potential providers will not be prejudiced by any response to this PIN, or failure to respond.

This PIN does not formally signify the beginning of a procurement and does not constitute a commitment by the MoJ to undertake any procurement exercise. The MoJ will reserve its rights as to the procurement route used. In the event that a suitable pre-existing framework is identified during market engagement the MoJ may decide not to issue a contract notice. Should a suitable framework not be identified and the MoJ decides to formally commence the procurement a separate notice will be issued through the Find a Tender service.

### **II.3) Estimated date of publication of contract notice**

18 April 2023

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

None