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Tender

HMCTS Video Hearings Service

Ministry of Justice

F02: Contract notice

Notice identifier: 2023/S 000-014113

Procurement identifier (OCID): ocds-h6vhtk-03884c

Published 17 May 2023, 4:57pm

Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Contact

Mark Skurr

Email

vhprocurement@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/ministry-of-justice>

Buyer's address

www.gov.uk/government/organisations/ministry-of-justice/about/procurement

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

HMCTS Video Hearings Service

Reference number

prj_9663

II.1.2) Main CPV code

- 72212515 - Video conferencing software development services

II.1.3) Type of contract

Services

II.1.4) Short description

This Notice is issued by the Lord Chancellor acting as part of the Crown (the "Authority").

This service will be provided for the benefit of, and managed by, His Majesty's Courts and Tribunals Service (HMCTS) an executive agency of the Authority.

The Authority intends to appoint a supplier to provide a video conferencing facility (referred to as the 'video engine') and develop an interface with a 'front end' application already developed by HMCTS - to

form a Video Hearings Service ("VHS").

The supplier will be required to host and manage the video engine and the interface, provide hosting for test and development environments, and manage and provide an 0800-telephone service for users accessing the service by telephone.

VHS is HMCTS' strategic platform for remote hearings and it is intended to substantially replace the use of other video conferencing systems in the judicial environment.

VHS is currently used on a relatively small scale and the intention is to enhance the existing service and roll it out across the judicial estate.

The capability to enable remote hearings, irrespective of platform, was a significant component of HMCTS's Covid response and ongoing recovery. Conducting remote hearings is now an integral part of daily business and the benefits are widely acknowledged.

The procurement will be managed via the Ministry of Justice eSourcing system. If you have not yet registered on the eSourcing Portal, this can be done online at

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

Interested suppliers must be registered on this site and will need to complete and sign an Ethical Wall Agreement and a Confidentiality Agreement to access the procurement documents. Once the Ethical Wall Agreement and the Confidentiality Agreement is completed and signed the Authority will invite the interested supplier, provided it is registered on the above site, to access the procurement. The Ethical Wall Agreement and Confidentiality Agreement can be obtained by sending an email to

vhprocurement@justice.gov.uk

The Authority intends to hold an information event to provide interested suppliers with an overview of the invitation to tender documentation. This will be held an on-line event and will take place on 26 May 2023, time TBC. To attend this event interested suppliers must have returned the Ethical Wall Agreement and the Confidentiality Agreement. Slides/Q&A from the event will be made available to interested suppliers, (after completing an Ethical Wall Agreement and the Confidentiality Agreement), should they not attend the event on that day. Further details in relation to the event will be provided once this documentation is returned.

Following the return of a completed Ethical Wall Agreement and Confidentiality Agreement, provided they are registered on the Ministry of Justice e-sourcing system, potential bidders will be able to access the Procurement Process Documents.

II.1.5) Estimated total value

Value excluding VAT: £24,000,000

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
- 48515000 - Video conferencing software package
- 72220000 - Systems and technical consultancy services
- 72230000 - Custom software development 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

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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: £24,000,000

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

The Initial Term of the proposed Contract will be 3 years with the option for the Authority to extend for two (2) further periods each of one (1) year in duration, up to a maximum extension period of two (2) years in aggregate.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Initial Term of the proposed Contract will be 3 years with the option for the Authority to extend for two (2) further periods each of one (1) year in duration, up to a maximum extension period of two (2) years in aggregate.

II.2.13) Information about European Union Funds

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents.

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

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: [2022/S 000-033454](#)

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

Date

13 July 2023

Local time

4:00pm

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: 5 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

13 July 2023

Local time

4:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom