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Planning

Prisoner Integrated Communications Service (PICS) – Preliminary Market Engagement

Ministry of Justice

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015657

Procurement identifier (OCID): ocids-h6vhtk-050449

Published 16 April 2025, 4:13pm

Scope

Reference

TBC

Description

The Prisoner Integrated Communications Service (PICS) is to replace the current Prisoner Telephony Service (PTS) currently implemented across public prisons in England and Wales.

The current PTS involves use of what are widely referred to as PIN phones - pay-phone devices, which are operated with a Personal Identification Number (PIN) linked to a specified prisoner's account (instead of cash or a phonecard). A prisoner can only make calls to limited nominated numbers which are pre-vetted. This includes family, friends, legal representatives and the Samaritans.

This service is currently provided to approximately 70,000 prisoners, through over 60,000 in-cell phones and 5,000 wing phones, across 109 public prisons in England and Wales. The service is critical for prisoners and prison staff as it contributes to wellbeing, rehabilitation, and supports discipline by enabling prisoners to maintain contact with key people such as friends, family and support services.

The replacement PICS will provide prisoners in England and Wales with strictly monitored digital communication channels (voice, messaging & potentially in-cell video at a later date) via digital devices such as laptops or tablets (currently Launchpad laptops) to securely contact family and friends, legal contacts, prison officers and external organisations to support their overall wellbeing and rehabilitation.

MoJ is in the process of defining its design for the future PICS and is seeking supplier insights and feedback for potential enhancement options that could be included in the proposed solution through preliminary market engagement.

Total value (estimated)

- £302,400,000 excluding VAT
- £378,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 31 January 2029 to 31 January 2040
- Possible extension to 31 January 2043
- 14 years, 1 day

Main procurement category

Services

CPV classifications

- 32524000 - Telecommunications system
- 32250000 - Mobile telephones
- 64212800 - Pay phone provider services
- 64215000 - IP telephone services
- 64212100 - Short Message Service (SMS) services
- 64212900 - Pre-paid phone card provider services
- 32412100 - Telecommunications network
- 64214400 - Communication land-line rental
- 32520000 - Telecommunications cable and equipment

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

30 November 2026

Engagement process description

MoJ hosted an early market engagement event on the 28 February 2023. In November 2023 MoJ informed suppliers that had expressed an interest in the opportunity and attended the event that the prisoner telephony project would be paused to enable a further period of discovery in anticipation of hosting the next market engagement event at the end of Q1 or early Q2 2024 which was delayed by the general election.

MoJ issued a further PIN in August 2024 to inform the market of the MoJ's intention to re-engage with suppliers through a market engagement webinar to be held on 19 September 2024 and to publish a Request For Information (RFI) seeking suppliers' input into a series of questions aimed at developing the potential PTR solution and testing market appetite.

MoJ is seeking for organisations to respond to a further Request for Information (RFI) in order to inform the future design for the Prisoner Integrated Communications Service and give organisations the ability to submit their thoughts on various aspects of the potential future requirements. Suppliers interesting in responding to the RFI are asked to submit their responses to this RFI by the 22nd of May 2025.

MoJ may choose to engage further with suppliers throughout the pre procurement process that may include;

- a request for information (RFI)
- webinar(s)
- one to one supplier meetings
- supplier presentations
- solution demonstrations
- workshops

Organisations should respond to this Notice by registering on the MoJ eSourcing Portal at <https://ministryofjusticecommercial.bravosolution.co.uk/> and, within the eSourcing Portal, register for event ' Prisoner Integrated Communication Service'.

Once registered and your account has been activated, please email

prisonercommunication@justice.gov.uk confirming your interest in participating in the market engagement by responding to the RFI so you can be granted access to view, share and submit information relating to this and any future market engagement.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

30 November 2026

Contracting authority

Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

102 Petty France

London

SW1H 9AJ

United Kingdom

Contact name: Peter Thomas

Email: prisonercommunication@justice.gov.uk

Website:

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government