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Planning

## HMRC Contact Centre as a Service

HM Revenue & Customs

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

Notice identifier: 2025/S 000-017308

Procurement identifier (OCID): ocds-h6vhtk-05085d ([view related notices](#))

Published 28 April 2025, 1:50pm

## Scope

## Reference

SR2254976364

## Description

FOR INFORMATION ONLY - NO ACTION REQUIRED

HMRC has been conducting early engagement activities for the development of a single Omni-Channel Contact Centre as a Service (CCaaS) solution to replace its current legacy services.

## Key Information

The CCaaS Programme aims to procure a solution encompassing:

1. The provision of product licenses and future acquisition/development of associated add-on products;

2. Service design, implementation and configuration services;
3. Run & Support services, including proactive maintenance and testing;
4. Ongoing Run & Optimise services with an option for incentivised innovation and optimisation

Previous notices have been provided prior to the launch of the Procurement Act 2023. This notice is being published to allow for linking to future Planned Procurement and associated notices.

Information on this requirement, and documents/content previously shared can be found on the below links.

Notices previously published:

December 2024 - <https://www.contractsfinder.service.gov.uk/Notice/f652594e-a318-47dc-bfa2-d89f04bec175>

July 2024 -

<https://www.contractsfinder.service.gov.uk/Notice/f1e22074-e7f6-463a-af0b-c373feba6865>

This notice does not constitute a further period of Pre-Market Engagement and suppliers are asked to take no further action.

### **Total value (estimated)**

- £500,000,000 excluding VAT
- £600,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 20 December 2025 to 20 December 2033
- Possible extension to 20 December 2035

- 10 years, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 48512000 - Interactive voice response software package
- 48517000 - IT software package
- 48900000 - Miscellaneous software package and computer systems
- 64210000 - Telephone and data transmission services
- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UK - United Kingdom

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## **Engagement**

### **Engagement deadline**

28 April 2025

The engagement was carried out before this notice was published.

### **Engagement process description**

Please see previous notices published:

December 2024: <https://www.contractsfinder.service.gov.uk/Notice/f652594e-a318-47dc-bfa2-d89f04bec175>

July 2024:

<https://www.contractsfinder.service.gov.uk/Notice/f1e22074-e7f6-463a-af0b-c373feba6865>

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## **Contracting authority**

### **HM Revenue & Customs**

- Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Email: [it-customer-engagement@hmrc.gov.uk](mailto:it-customer-engagement@hmrc.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government