

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/017308-2025>

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 previous 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

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>

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government