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Planning

HMRC Contact Centre as a Service (CCaaS) Procurement

HM Revenue & Customs

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-024333

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

Published 21 May 2025, 5:41pm

Scope

Description

HMRC has been conducting preliminary market engagement activities for the development of a 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 the potential for innovation and transformation.

This Planned Procurement Notice, is being published to notify the market of HMRC's intention to launch the official tender process. This will commence with a participation

phase including Conditions of Participation and Procurement Specific Questionnaire. The commencement of this phase will mark the official closure of the preliminary market engagement period.

It should be noted that as part of the Conditions of Participation release, all suppliers (Implementation Partners) will be expected to demonstrate compliance with HMRC's list of 'must-have' non-functional requirements (NFRs).

Suppliers should also note the attached Ethical Walls Agreement template. As part of your Conditions of Participation submission, any relevant suppliers (i.e. those suppliers who currently provide IT customer contact services to HMRC, including any integration services to the wider HMRC IT estate) should provide an indication of the named individuals who will form part of their business as usual service delivery and bid teams.

Whilst we will not require a signed Ethical Walls Agreement to access the Conditions of Participation documentation, all relevant or impacted suppliers will be expected to provide a signed version ahead of the release of the tender documentation at the Invitation to Submit Initial Tender (ISIT) stage.

To prepare for the procurement launch, suppliers should ensure they are signed up to and registered on HMRC's e-sourcing platform, Ariba, in advance of the release of the Tender Notice. This is to ensure:

- 1) All relevant communications regarding tender documentation can be received by all interested suppliers.
- 2) Only suppliers (Implementation Partners) who are registered on Ariba will be able to request access to the Conditions of Participation and Procurement Specific Questionnaire.

The attached Ariba guidance will aid suppliers throughout the registration process.

For clarity, tenders are to be submitted only by Implementation Partner suppliers, who will therefore need to be registered on Ariba.

Once registered, please send your ANID ('Unique Company Identifier') to HMRC at it-customer-engagement@hmrc.gov.uk. Without this, you will not be able to view or access any tender documentation.

Please note, all dates provided in this notice are not final and HMRC reserves the right to change or amend any dates at its discretion.

Any changes to dates or timelines will be disseminated to suppliers in a timely manner to ensure full transparency and salient disclosure throughout the procurement process.

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

April 2025

- <https://www.find-tender.service.gov.uk/Notice/017308-2025>

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>

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 19 December 2025 to 16 December 2033
- Possible extension to 14 December 2035
- 9 years, 11 months, 27 days

Description of possible extension:

The period of the agreement for the HMRC Contact Centre as a Service (CCaaS) is an

initial term of 8 years (96 months), with extension options of 2 x 1 years (24 months); this provides a maximum duration of 10 years (120 months).

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

27 May 2025

Submission type

Requests to participate

Deadline for requests to participate

23 June 2025, 11:59pm

Languages that may be used for submission

English

Award decision date (estimated)

1 December 2025

Procedure

Procedure type

Competitive flexible procedure

Documents

Associated tender documents

[170301 Ariba Supplier Guidance v7.pdf](#)

ARIBA supplier guidance

[Ariba Guidance - Supplier Registration \(SLP\).pdf](#)

ARIBA Supplier registration guidance

[Ethical walls agreement Template.docx](#)

Ethical walls agreement

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