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Tender

## HMRC Contact Centre as a Service (CCaaS) Procurement

HM Revenue & Customs

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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

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## Scope

## Reference

SR2254976364

## Description

HMRC is seeking an implementation partner and CCaaS software vendor to support development of a CCaaS solution to replace its current legacy services. This update marks the next step in the programme, the formal launch of the procurement.

## 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 optimisation of services with the potential for innovation and transformation

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

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

Above the relevant threshold

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

- 9 February 2026 to 8 February 2034
- Possible extension to 8 February 2036
- 10 years

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).

### **Options**

The right to additional purchases while the contract is valid.

Additional CCaaS Licences and associated capabilities, and Professional Services

## **Main procurement category**

Services

## **CPV classifications**

- 48512000 - Interactive voice response software package
- 48517000 - IT software package
- 64215000 - IP telephone services
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UK - United Kingdom

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## **Submission**

### **Enquiry deadline**

19 June 2025, 12:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

23 June 2025, 12:00pm

## **Submission address and any special instructions**

Registering on Ariba:

Due to our joint bid approach and restrictions within our e-procurement system (Ariba), specifically with regards the ability to process Consortium bids, we are stipulating that we must have ONE BIDDER submit the joint bid via Ariba on behalf of their respective consortium/partnership. This is to mitigate against technical restrictions within our e-procurement system only. Each unique bid which is submitted must be through a UNIQUE Ariba account. For example, if a bidder wishes to submit a variant bid, they would be required to create up to 3 unique Ariba accounts for their respective variants - a single account to manage more than 1 bid IS NOT permitted.

### **STEP 1**

To register for an HMRC Ariba account please follow the link below in full. Please note that to access HMRC's version of Ariba for the first time you must enter via the below link regardless of whether you have an existing account for the wider Ariba procurement network.

<http://hmrc.sourcing-eu.ariba.com/ad/selfRegistration>

Please Note: For those Suppliers who are already registered on HMRC's Ariba e-Sourcing portal, please skip STEP 1 and go straight to STEP 4.

### **STEP 2**

If your organisation does not have an existing account on the wider Ariba supplier network, fill out all mandatory fields on the form including 'Company Information' and 'User Account Information' and select 'Register' (marked in red). If your organisation already has an existing account on the wider Ariba supplier network. Select 'Login' (marked in blue) to enter your credentials and submit your organisation for HMRC approval.

### **STEP 3**

This step assumes that a supplier is new to the wider Ariba supplier network and is setting up an account for the first time. If you have followed the process for an organisation with an account on the wider Ariba supplier network, please skip to Step 4. After submitting your details on the landing page, you will be redirected to a second page asking you to confirm your email address. The system will send an auto-generated email to the email

address you registered the account with. To move to the next step of the process please follow the 'Click here to activate your Ariba account' link in the email.

#### STEP 4

Following the email link in STEP 3 redirects you to HMRC's instance of Ariba where you will be asked to provide further profile information as part of our Supplier Profile Questionnaire. You must complete and submit this information in order to participate in HMRC procurement 'events'. Following the verification link will also submit your profile to HMRC's Ariba Systems team for approval. Your account will only be fully activated once approval from the Ariba Systems Team has been received.

#### STEP 5

Completing and submitting your company profile will send your account for approval to the HMRC Ariba Systems Team. Once your account has been verified and approved by this team you will receive an email as below. In the event of your account not being approved a member of the team will contact you stating why this is the case. The most common reason usually being that your organisation has an existing account on HMRC's instance of Ariba.

#### STEP 6

The registration process is now complete. Following the link to <http://proposals.seller.ariba.com> will allow you to log into your account as below. Entering your login details on this page will take you directly through to your Ariba Commerce Cloud dashboard. It is on this page that events which you have been granted access to will appear.

#### STEP 7

In order to gain access to an e-Sourcing 'event' that you have seen advertised in Find a Tender Service or on Contracts Finder you must have successfully registered for an account on HMRC's instance of the Ariba eProcurement suite. If you have an account on the wider Ariba supplier network this will not be sufficient to access HMRC procurement 'events' and you will need to follow the process detailed earlier in this pack - 'How to Register'. When you have successfully registered and been approved on HMRC's instance of Ariba you will be sent an automatically generated system ID via an email like the below. This number will begin 'AN...' and is required in order for HMRC Commercial Officers to be able to add you to e-Sourcing procurement events.

#### STEP 8

Details of the Commercial Officer running the procurement exercise can be found in the

'About the Buyer' section of Find a Tender Service and Contracts Finder. This area provides the Officer's name and contact details. Should you wish to access the event please email the buyer in question at the email address stated on the notice detailing the following information quoting the title of the 'event' that you would like to access:

- Your ANID
- Your name
- Your organisation's name
- Your contact details
- The Commercial Officer will then be able to grant you access to the 'event' including full tender documentation and supporting documents.

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

20 January 2026

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### **Award criteria**

Name	Description	Type	Weighting
Stage 2: Qualitative Questions	<p>Qualitative questions weighted at 65% of the Stage 2 (Invitation to Submit Initial Tender) evaluation process.</p> <p>Further details can be found in the Conditions of Participation and Procurement Specific Questionnaire document. This process will be utilising the Price per Quality Point methodology.</p>	Quality	65%
Stage 2: Requirements	<p>Ability to meet functional requirements. This is weighted at 25% of the Stage 2 (Invitation to Submit Initial Tender) evaluation process.</p> <p>Further details can be found in the Conditions of Participation and Procurement Specific Questionnaire document. This process will be utilising the Price per Quality Point methodology.</p>	Quality	25%
Stage 2: Social Value	<p>Social Value question weighted at 10% of the Stage 2 (Invitation to Submit Initial Tender) evaluation process.</p> <p>Further details can be found in the Conditions of Participation and Procurement Specific Questionnaire document. This process will be utilising the Price per Quality Point methodology.</p>	Quality	10%

## Other information

### Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

Stage 1: Suppliers are asked to respond to the Conditions of Participation (CoP), which will constitute a request to participate in this procurement process. All CoP submissions will be evaluated ahead of being invited to join Stage 2. The evaluation criteria for the CoP is set out in the document titled "HMRC Tender Instructions and evaluation criteria PA 2023". HMRC intends to invite up to six (6) of the highest-scoring suppliers, following evaluation of their CoP responses, to submit initial tenders for this procurement.

Stage 2: Those suppliers (top 6) who have been shortlisted following the conclusion of Stage 1 will be invited to submit initial tenders (ISIT) in line with the requirements of the procurement documentation, which will be provided as part of the Invitation to Submit Initial Tender (ISIT) stage. HMRC intends to invite up to three (3) of the highest-scoring

suppliers, following evaluation of their ISIT responses, to the product validation stage of the procurement.

Stage 3: The top three (3) shortlisted suppliers will be invited to product validations and will be evaluated based on a set of defined use case scenarios. This provides an opportunity for HMRC to further assess how the proposed solution will practically meet HMRC's requirements, and the flexibility of the products to adapt/integrate with existing systems.

Stage 4: Following the product validation stage, HMRC intends to shortlist a maximum of two (2) suppliers to participate on the next stage. The two (2) suppliers will be selected based on the combined score from the ISIT and the Product Validation, where the ISIT will represent 85% of the total score and the Product Validation 15%. It is then the intention of the Authority to conduct negotiations with all remaining bidders. The practicalities of these negotiations will be outlined within the procurement documentation for those organisations who are invited to submit an initial tender

Stage 5: Following the conclusion of negotiations, bidders will be asked to participate in the Invitation to Submit Final Tender (ISFT) stage. These will be evaluated in line with the award criteria to determine the winning bidder(s), subject to agreement on all contractual terms and government approvals.

#### Award criteria

Award criteria will be set out in the 'HMRC CCaaS - Tender Instructions and Evaluation Criteria' document and submissions will be assessed on both quality and price

HMRC reserves the right to refine the award criteria, as the procurement progresses, in accordance with s.24 of the Procurement Act 2023

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## Documents

### Associated tender documents

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

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

[HMRC Tender Instructions and evaluation criteria PA 2023 v.2.0.pdf](#)

Tender Instructions, Conditions of Participation, Procurement Specific Questionnaire and Evaluation Criteria

## **Documents to be provided after the tender notice**

Access to all other documents shall be via HMRC's Ariba e-procurement solution. Access shall be limited to those suppliers registering as Systems Integrators intending to bid as a Primes to the contract.

Access shall not be granted to Software Vendors, sub-contracting partners or other parties. The Documents may be shared between the relevant solution ecosystem partners by the lead Systems Integrator.

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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