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Planning

HMCTS National Digital Support Service

Ministry of Justice

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-033749

Procurement identifier (OCID): ocds-h6vhtk-04adb3

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Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Email

publicengagement@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HMCTS National Digital Support Service

II.1.2) Main CPV code

- 79140000 - Legal advisory and information services

II.1.3) Type of contract

Services

II.1.4) Short description

The current contract for the HMCTS National Digital Support Service is due to end in Autumn 2026. We are now exploring what the future of the service should look like.

Evidence from the current service indicates that users of our current Digital Support Service, often face additional barriers and therefore may have multiple support needs.

This can include help with understanding the process and communicating their case effectively.

II.1.5) Estimated total value

Value excluding VAT: £6,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72253100 - Helpdesk services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The current contract for the HMCTS National Digital Support Service is due to end on Autumn 2026. We are now exploring what the future of the service should look like.

Evidence from the current service indicates that users of our current Digital Support Service, often face additional barriers and therefore may have multiple support needs. This can include help with understanding the process and communicating their case effectively.

The purpose of this event is to collect feedback on what the type of support provided for the new service could be and assess interest in the high-level proposals.

We want to hear organisations who:

- have experience supporting users with multiple needs
- support Court and Tribunals service users
- have knowledge in the digital inclusion sector

Event details

HMCTS invites interested organisations to attend a virtual market engagement event on Tuesday 12th November 2024 which will be delivered via Teams and take place between 13:00 – 16:00. Please respond by Monday 4th November 2024 to allow time for invitations to be issued.

The main purpose of this event is to seek your feedback on the type of support provided by the digital support service to HMCTS users. We want to understand how this aligns with your experience(s) of supporting HMCTS users or users who have multiple needs.

The event structure will be as follows:

- background of the Digital Support Service
- what we have learned about user needs
- the key challenges to consider going forward
- questions and feedback discussion

Some of the key questions this session will be addressing include:

1. What range of support do digitally excluded users need to enable them to access HMCTS services?
2. What are the key enablers to deliver a service that provides digital assistance to HMCTS users?
3. Do you see any challenges or limitations to supporting users who struggle getting online in accessing HMCTS services?

Please note that the presentation slides will be shared with attendees after the meeting. For additional information, please contact us at the email provided.

Background info

- The Digital Support Service has been live since January 2022 (nationally since June 2022) to help HMCTS users who are digital excluded (based on access, skills or confidence) to complete digital forms.
- This is available to unrepresented users in the following services: Divorce, Online Civil Money Claims, Probate, Single Justice Service, Social Security and Child Support tribunals and Help with Fees.
- The service was established as a response to the digitalisation of services under the

Reform program, to ensure that no user is disadvantaged in this process, in alignment with the Equality Act 2010.

- Further information on the existing service is available on [gov.uk](https://www.gov.uk/government/publications/hmcts-reform-infrastructure-and-enabling-services-fact-sheets/fact-sheet-national-digital-support-service) (<https://www.gov.uk/government/publications/hmcts-reform-infrastructure-and-enabling-services-fact-sheets/fact-sheet-national-digital-support-service>)

If you wish to attend the Early Market Engagement Event please register by 4th November 2024 via the Jaggaer E-procurement system:

<https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>

Once in the portal look for "ITT_13565" and send a message to the Authority with the following details to attend the event;

- Company Name
- Contact Name(s) and Job Titles of those planning to attend.
- Contact Email Address(es) of those planning to attend.

Please note that this is the only to register your interest in the Early Market Engagement Event. This market engagement event will help shape a potential future service. It does not constitute a commitment to a future procurement.

II.3) Estimated date of publication of contract notice

1 January 2026

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes