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Tender

Cross Justice Secure Mail (2026)

Ministry of Justice

F02: Contract notice

Notice identifier: 2024/S 000-036333

Procurement identifier (OCID): ocds-h6vhtk-044ca6

Published 8 November 2024, 5:06pm

Section I: Contracting authority

I.1) Name and addresses

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Contact

Mark Ellis

Email

ccmdtechnologyanddigital@justice.gov.uk

Telephone

+44 02033343555

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/ministry-of-justice>

Buyer's address

www.gov.uk/government/organisations/ministry-of-justice/about/procurement

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cross Justice Secure Mail (2026)

II.1.2) Main CPV code

- 64216120 - Electronic mail services

II.1.3) Type of contract

Services

II.1.4) Short description

This requirement relates to the provision of national secure email, file encryption and disaster recovery service within the Ministry of Justice and participating Contracting Authorities across England, Wales, Scotland & Northern Ireland. The Authority is seeking a supplier to design, build and transition (including data migration) from the existing Cross Justice Secure Mail (previously known as Criminal Justice Secure eMail) ("CJSM") (the "Implementation Phase") and to manage and maintain the Cross Justice Secure Mail as a new system (the "Live Phase").

CJSM has been in operation for over 20 years and enables OFFICIAL information to be communicated between assured organisations, both in the public and private sector, such as the Crown Prosecution Service, victim support organisations, the police, probation, legal representatives, private prisons, and others.

The service supports a large number of users, user organisations and communications:

- over 10,000 connected organisations
- over 12,000 connected domains
- over 478,000 active users per annum
- over 52,000,000 electronic messages relayed each year

The estimated total value of the Contract is £26,000,000 including implementation costs and the live service. The actual value of the Contract will depend on a number of influencing factors including:

- a) the prices tendered by the successful Bidder;
- b) the implementation plan tendered by the successful Bidder;
- c) whether any extension options are applied;
- d) whether any of the optional services are taken up by the Ministry of Justice and participating Contracting Authorities across England, Wales, Scotland & Northern Ireland during the term of the Contract.

In the first instance, interested suppliers must request a copy of the Authority's Non-Disclosure Agreement by sending an email to:

ccmdtechnologyanddigital@justice.gov.uk

In response to such emails, suppliers will be sent a Non-Disclosure Agreement (NDA) via Adobe e-sign, which must be signed electronically before the supplier will be able to access further details of the opportunity via the Authority's Jaggaer eSourcing Portal, the URL address of which is below:

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

If suppliers have not yet registered on the e-Sourcing Portal, this can be done online by following the URL address above. Suppliers must be registered on the Authority's Jaggaer eSourcing to participate in the opportunity.

To participate in the opportunity, Tenderers must submit a Selection Questionnaire response meeting the relevant requirements set out in the Instructions to Tenderers by the time limit for receipt of expressions of interest in IV2.2. This is the deadline for the response.

All Selection Questionnaire responses and Tenders are to be submitted via the Authority's Jaggaer eSourcing Portal, in accordance with the instructions set out in the Instructions to Tenderers.

II.1.5) Estimated total value

Value excluding VAT: £26,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48200000 - Networking, Internet and intranet software package
- 48219700 - Communications server software package
- 48500000 - Communication and multimedia software package
- 48510000 - Communication software package
- 64000000 - Postal and telecommunications services
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 72000000 - IT services: consulting, software development, Internet and support
- 72212900 - Miscellaneous software development services and computer systems
- 72261000 - Software support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Ministry of Justice, 102 Petty France, London SW1H 9AJ

II.2.4) Description of the procurement

We are seeking to procure a replacement to the existing CJSM service. We are looking for a service which provides the following:

- A closed community electronic messaging service
- Where an email solution is proposed:
 - o An SMTP relay providing connectivity between organisations' email servers
 - o A cloud gateway for connecting organisations using Office 365 and G Suite

o Hosted webmail for organisations who cannot connect via the SMTP relay/Cloud Gateway

- Delegated administration tools to allow organisations to manage their own users transfers messages and attachments between user organisations
- Assurance that those joining the service have a verified business to use the service
- Assurance that user organisations meet the security requirements for connection both at initial connection and throughout the life of their connection
- An accessible and useable directory of registered users
- Service resilience, including a disaster recovery solution
- A dedicated service desk accessible to all users of the service
- Ability to connect to other government solutions such as Gov.UK Notify
- An online training facility
- Multi factor authentication for portal users
- A dedicated CJSM Helpdesk
- An information website
- Government/police user access to the CJSM Directory via single sign on
- Continuous improvement in response to external service environment and market developments
- An option for secure online document storage facility during the life of the service, should it be requested by the Authority

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £26,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

The initial term of the proposed contract will be up to 6 years (an Implementation phase of up to 12-months followed by a secure mail service phase of 60-months) with the option for the Authority to extend for two further periods each of 12-months in duration, up to a maximum extension period of 24-months in aggregate (6+1+1).

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 5

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-009708](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 December 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

27 January 2025

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 6 December 2025

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This notice relates to an opportunity and is a call for an invitation to take part in pre-qualification proceedings. We reserve the right to vary the conduct of the process. Where we do this, we will act transparently and treat all suppliers equally. Please note that the Ministry of Justice and its advisors give no warranty in respect of the accuracy, permanence or completeness of any information provided. Reliance on, or use of, any such information is entirely at the risk of the person so doing and save in the case of fraud, under no circumstances will the Ministry of Justice or any of its advisors be liable for or accept any responsibility for any cost, expense or liability incurred by any person relying upon or using such information.

By participating in this procurement process, Tenderers accept and agree that they are solely responsible for their costs and expenses incurred in participating in this procurement process including (without limitation) the preparation and submission of their Selection Questionnaire responses and Tenders, and the Authority shall in no event have any liability for such costs and expenses. The Authority reserves the right to cancel this procurement process and/or not to award any contract as a result of this procurement process, in each case without incurring any liability for Tenderer costs and/or expenses.

VI.4) Procedures for review

VI.4.1) Review body

Ministry of Justice

102 Petty France

London

SW1H 9AJ

Email

ccmdtechnologyanddigital@justice.gov.uk

Country

United Kingdom

Internet address

<https://www.gov.uk/government/organisations/ministry-of-justice>