This is a published notice on the Find a Tender service: https://www.find-tender.service.gov.uk/Notice/047472-2025

Pipeline

Omni-Channel Contact Centre as a Service (CCaaS)

HM Revenue & Customs

UK1: Pipeline notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-047472

Procurement identifier (OCID): ocds-h6vhtk-0584b6

Published 11 August 2025, 7:55am

This is an old version of this notice. View the latest version.

Scope

Reference

SR2254976364

Description

Omni-Channel Contact Centre as a Service, Implementation, Support and Optimisation

Contract dates (estimated)

- 1 October 2025 to 30 September 2035
- 10 years

Main category

Services

CPV classifications

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

Submission

Publication date of tender notice (estimated)

12 August 2025

Contracting authority

HM Revenue & Customs

• Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Email: hmrcsupportsapariba@hmrc.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government