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Pipeline

Omni-Channel Contact Centre as a Service (CCaaS)

HM Revenue & Customs

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

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

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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

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Region: UKI32 - Westminster

Organisation type: Public authority - central government