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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](#)

Notice identifier: 2025/S 000-049328

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

Published 18 August 2025, 8:33am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Contact email address updated

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)

19 August 2025

Contracting authority

HM Revenue & Customs

- Public Procurement Organisation Number: PVMW-8599-JZNJ

100 Parliament Street

London

SW1A 2BQ

United Kingdom

Email: joe.miller@hmrc.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government