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Planning

Understanding workload, workflow and productivity for HM Probation

Ministry of Justice

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-078568

Procurement identifier (OCID): ocds-h6vhtk-05ec21

Published 1 December 2025, 3:19pm

Scope

Reference

prj_15861

Description

1. Purpose of the Notice

This UK2 Preliminary Market Engagement (PME) Notice is issued in accordance with the Procurement Act 2023. The purpose of this notice is to inform the market of a MoJ Request for Information (RFI) and to engage with suppliers to obtain feedback and insights on the potential requirement for a workload, workflow and productivity solution.

The Ministry of Justice (MoJ) is a major government department, at the heart of the justice system. The MoJ works to protect and advance the principles of justice; our vision is to deliver a world-class justice system that works for everyone in society.

His Majesty's Prison and Probation Service (HMPPS) is an executive agency, sponsored

by the MoJ and carries out sentences given by the courts, in custody and in the community, and rehabilitates people in its care through education and employment.

High workload remains a stubborn and persistent issue within Probation. A National Audit Office report <https://www.nao.org.uk/wp-content/uploads/2025/10/building-an-effective-and-resilient-probation-service.pdf> reviewed the resilience of Probation Services in England and Wales earlier in 2025 and identified:

- 10 of 12 regions were exceeding 100% average workload for Probation Officers;
- 46 of 108 delivery units were operating in red or amber delivery status (set up to manage high workloads), and so were not delivering all mandated sentence management activities; and
- There was a 3150 FTE shortfall in staff working within sentence management.

This sets a challenging context for Probation, and the need for us to better understand and manage workload, workflow and productivity.

Ahead of budget allocations for 2026/27, the MoJ is keen to obtain feedback and insights on the potential requirement for a workload, workflow and productivity solution for HMPPS. This Request for Information (RFI) is a preliminary market engagement exercise to seek information relating to this requirement, and to gain a better understanding of the types and availability of products and services, as well as the commercial terms on which to acquire them.

2. Access and Communication

This RFI is being conducted through the MoJ e-Sourcing portal and all communications between MoJ and Suppliers during this RFI process must strictly be made using the MoJ e-Sourcing portal.

- Suppliers must create an account on the e-sourcing portal found via the link here: <https://ministryofjusticecommercial.bravosolution.co.uk/web/login.html>
- Suppliers can access the RFI from 4th December (the 'Rfi Opens' date) via PQQ_545.
- The PQQ will hold the following RFI documents and information which consists of:

*Attachment 1 RFI Instructions

*Attachment 2 RFI Background and Scope

*Attachment 3 RFI Questionnaire

*Clarification questions and answers document (shared using the messaging facility)

-Suppliers will respond to the RFI by uploading the completed Attachment 3 RFI Questionnaire to Technical Envelope, Question 1.1 'RFI Questionnaire'.

3. Timescales

These are our intended RFI timescales. We will inform you if and when timelines change.

1st December 2025 - UK2 Preliminary Market Engagement Notice released and supplier e-sourcing system registration

4th December 2025 - RFI opens and Clarification period starts

16th December 2025, 17:00 - Clarification period ends

17th December 2025, 17:00 - Deadline for the publication of responses to RFI Clarification questions

19th December 2025, 17:00 - Deadline for submission of RFI Responses

December to January 2025 - Confirm the next steps to Suppliers including potential opportunity for demonstrations

4. Disclaimer

Nothing shall constitute a commitment to ordering or award unless the MoJ publishes an Invitation to Tender that results in the award of a Contract.

The contents of the Preliminary Market Engagement are not binding and may be subject to change or cancellation.

Total value (estimated)

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2027
- 1 year

Main procurement category

Services

CPV classifications

- 72212517 - IT software development services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

19 December 2025

Engagement process description

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Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Publication date of tender notice (estimated)

2 March 2026

Contracting authority

Ministry of Justice

- Public Procurement Organisation Number: PDNN-2773-HVYN

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London

SW1H 9AJ

United Kingdom

Contact name: Shannon Wood

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government