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Planning

## **Self Serve Project (N.B name may be subject to future change)**

Crown Commercial Service

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

Notice identifier: 2025/S 000-084981

Procurement identifier (OCID): ocds-h6vhtk-05fa88

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### **Scope**

### **Description**

CCS is looking to procure a solution which will enable users to complete elements of their procurement journey with increased efficiencies and less complexity.

The areas considered for this phase of the initiative focuses on a customer easily raising and refining a requirement, being routed to the most appropriate buying channel and then developing the relevant procurement documentation but reducing the manual effort currently associated with doing so.

The overall aim is to improve customer experience and help them make more informed and compliant decisions earlier in the procurement journey. This should encourage the uptake of CCS products, too.

Example outcomes of this solution include:

1. Understanding buyer needs
2. Recommending appropriate procurement routes

3. Supporting the creation of procurement documentation
4. Embedding compliance and policy guidance
5. Generating structured procurement data

This solution needs to seamlessly integrate with the wider CCS digital ecosystem and align with government digital, security, accessibility and data governance standards (GDS, WCAG 2.2)

Solution design is flexible, the aim is to maintain a coherent customer journey regardless of which process stages across it are affected or improved by this initiative.

This notice and the upcoming market engagement exercise seeks supplier feedback on existing market capabilities, delivery approaches, commercial models, and other key considerations such as the maturity of technology available today.

### **Contract dates (estimated)**

- 1 April 2027 to 31 March 2030
- 3 years

### **Main procurement category**

Services

### **CPV classifications**

- 30000000 - Office and computing machinery, equipment and supplies except furniture and software packages
- 32000000 - Radio, television, communication, telecommunication and related equipment
- 48000000 - Software package and information systems
- 50300000 - Repair, maintenance and associated services related to personal computers,

office equipment, telecommunications and audio-visual equipment

- 72000000 - IT services: consulting, software development, Internet and support
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

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## **Engagement**

### **Engagement deadline**

30 January 2026

### **Engagement process description**

Invitation to Participate: Market Engagement for the CCS Self-Serve Project CCS is initiating a crucial Market Engagement process to define and shape the commercial requirements for the Self-Serve Project.

The purpose of this exercise is to seek supplier feedback on:

- Existing market capabilities
- Delivery approaches
- Commercial models
- The maturity of technology available today

Your active supplier participation is essential to ensure that the upcoming procurement is optimally aligned with current market capabilities and harnesses the latest innovations.

#### **How to Participate and Register Interest**

To receive the comprehensive Market Engagement Pack and formally participate in this exercise, your organisation must formally register its interest by following the process below.

The Market Engagement Pack will include:

- A detailed Briefing Note
- A Questionnaire for structured feedback

PLEASE NOTE: The contract dates provided are indicative and intended for the purposes of this market engagement notice only. CCS anticipates defining a finalised contract term following the conclusion of the market engagement period.

Registration Process:

Please formally express your interest through this link, the address will need to be copied and pasted into your browser:

[https://crowncommercial.qualtrics.com/jfe/form/SV\\_2toA7SOa1rfofSS](https://crowncommercial.qualtrics.com/jfe/form/SV_2toA7SOa1rfofSS)

Key Activity Timeline

Suppliers can register for market engagement through the above link.

Date: 08/01/2026

Activity: Webinar Briefing Event

Details: Held via webinar. This will provide the context of the opportunity and will allow suppliers to ask questions (supplementing the clarification process which will open immediately after the event). Registered suppliers are automatically invited via the contact details shared on the EOI. Following this, suppliers will be sent the Market Engagement pack

Date: 19/01/2026

Activity: ME Pack Registration Deadline

Details: Final day to register interest and receive the Market Engagement Pack

Date: 20/01/2026

Activity: Clarification question deadline

Details: Final day to submit any clarification questions on the questionnaire.

Date: 26/01/2026

Activity: CCS response to clarification questions

Details: CCS deadline to respond to outstanding clarification questions.

Date: 30/01/2026

Activity: Market Engagement Closes

Details: Deadline for submitting completed supplier questionnaire responses.

Date: February 2026

Activity: CCS review all submitted supplier responses.

CCS may also wish to hold 1:1 sessions, which may include demonstrations with suggested offerings, with selected suppliers to clarify points raised. All questions and answers will be shared on an anonymised basis as part of any future procurement.

Your timely registration and valuable commercial and technical input are instrumental to the successful development of our future commercial strategies for this pivotal project.

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Contracting authority**

### **Crown Commercial Service**

- Public Procurement Organisation Number: PBZB-4962-TVLR

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Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: [supplier@crownccommercial.gov.uk](mailto:supplier@crownccommercial.gov.uk)

Website: <https://www.gov.uk/ccs>

Region: UKD72 - Liverpool

Organisation type: Public authority - central government