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Planning

## **Pre-Procurement Market Engagement Questionnaire for the Provision of Customer Contact Telephony (to include Telephony and Contact Centre Solutions)**

Isle of Wight Council

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-002016

Procurement identifier (OCID): ocds-h6vhtk-0399c0

Published 23 January 2023, 2:21pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Isle of Wight Council

County Hall, High Street

Newport

PO30 1UD

#### **Contact**

Mrs Lucy Chandler

#### **Email**

[lucy.chandler@iow.gov.uk](mailto:lucy.chandler@iow.gov.uk)

#### **Telephone**

+44 1983821000

**Country**

United Kingdom

**Region code**

UKJ34 - Isle of Wight

**Internet address(es)**

Main address

<http://www.iwight.com>

Buyer's address

<http://www.iwight.com>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Pre-Procurement Market Engagement Questionnaire for the Provision of Customer Contact Telephony (to include Telephony and Contact Centre Solutions)

Reference number

DN652189

### **II.1.2) Main CPV code**

- 64200000 - Telecommunications services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Isle of Wight Council (the Authority) is engaging with Potential Suppliers to seek views and feedback by responding to the information provided and the questionnaire. This is intended to be used to assist the Authority on deciding the next steps for the procurement of Customer Contact solutions which includes Telephony and Contact Centre technologies.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 48000000 - Software package and information systems
- 72222300 - Information technology services
- 79512000 - Call centre

### **II.2.3) Place of performance**

NUTS codes

- UKJ34 - Isle of Wight

Main site or place of performance

Isle of Wight Council

### **II.2.4) Description of the procurement**

The Isle of Wight Council (the Authority) is engaging with Potential Suppliers to seek views and feedback by responding to the information provided and the questionnaire which is intended to be used to assist the Authority on deciding the next steps for the

procurement of Customer Contact solutions which includes Telephony and Contact Centre technologies.

Please note that this is not an invitation to tender, it is strictly a Pre-Procurement Market Engagement Questionnaire. The Authority is unclear at present on its preferred route to market or the procurement process that may be utilised. The purpose of the Market Engagement Questionnaire is to:

- Help inform and determine our procurement strategy and approach
- Assist in the scoping of the requirement
- Identify any innovative ideas
- Identify options available

There are a number of questions within the Market Engagement Questionnaire for you to answer but it is not compulsory to answer all of them. We are happy to receive any feedback you wish to offer.

Responses to the Market Engagement Questionnaire imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for Suppliers who do respond. The Authority is not committed to carrying out any future procurement process.

The Authority reserves the right to withdraw this Market Engagement Questionnaire at any time and is not liable for any costs incurred as a result of Suppliers engaging with this process.

Potential Suppliers are asked to answer the questions set out in the questionnaire (section 4 of "Pre-Procurement Market Engagement Questionnaire for the Provision of Customer Contact Technology (to include Telephony and the Contact Centre Solutions) for the Isle of Wight Council". This can be found on the Council's eTendering Portal ProContact. The link to the eTendering portal is <https://procontract.due-north.com/> and the reference number is DN652189. Please log in (or register if you do not have a log in) and the questionnaire will be available to download.

Please upload your completed questionnaire to the portal by 20th February 2023, 14.00Hrs.

### **II.3) Estimated date of publication of contract notice**

30 June 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Completed questionnaires must be uploaded to the portal by 20th February 2023, 14.00Hrs. Please leave sufficient time to do this, as uploading times can vary depending on the file size.

Documents must be uploaded in an Open Document format, and all attachments will ideally be Zipped in to one file. (Tip: Use PDF documents where possible to reduce file sizes).

Please note: Organisations can upload / amend their response via the ProContract e-Tendering Portal at any time prior to the submission deadline. The response is secure and only visible to the organisation up until the closing deadline date / time at which point the system is locked to the organisation and contents become visible to the Council.

PLEASE REMEMBER: This is not an Invitation to Tender (ITT) exercise. The Isle of Wight Council (the Authority) is intending to initiate a procurement process for the provision of Customer Contact Technology in the future, but this pre-procurement Market Engagement Questionnaire is a call for information only. The Council will consider the responses received and then consider its options.

Please note that the date set out in II.3 is not certain and could be changed.

Please note that the 'Type of Contract' as set out in II.1.3 says 'Services' but in fact it could be any combination/hybrid of goods/systems and/or services.