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Not applicable

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

Isle of Wight Council

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-002441

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

Published 26 January 2023, 2:39pm

Section I: Contracting authority/entity

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

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>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Pre-Procurement Market Engagement Questionnaire for the Provision of Customer Contact Technology (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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-002016](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.1

Instead of

Text

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

Read

Text

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