

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003060-2021>

Planning

Assisted Services hub

capitalEsourcing

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-003060

Procurement identifier (OCID): ocds-h6vhtk-02935b

Published 15 February 2021, 10:56pm

Section I: Contracting authority

I.1) Name and addresses

capitalEsourcing

61 Victoria Street

London

SW1E 6PQ

Email

scoleman@westminster.gov.uk

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://www.westminster.gov.uk/>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Assisted Services hub

Reference number

P851

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

WCC intends to award a contract for the provision of a range of customer services and associated technology in 2021. It is envisaged that the requirements will comprise the delivery of customer services with a multi-channel approach that optimises the customer's ability to self-serve. The Council is using some core technologies and already has multiple projects in train at various stages of development. We would prefer the service provider to work in partnership with the Council using these core technologies set out in the 'Technology' section below to deliver the service.

Reference: itt_WCC_14086 Assisted Services hub

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32400000 - Networks
- 32500000 - Telecommunications equipment and supplies
- 48000000 - Software package and information systems
- 64210000 - Telephone and data transmission services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Contact centre: A new assisted services hub model for customer services to be delivered through a combination of technologies and people.

The scope of requirements and nature of procurement will be informed by the information gathered through this early market engagement exercise

II.3) Estimated date of publication of contract notice

4 May 2021

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

Section VI. Complementary information

VI.3) Additional information

To participate in the market engagement, please click the link below.

<https://www.capitalesourcing.com/web/login.shtml> and search for

itt_WCC_14086 Assisted Services hub

Kindly answer as many of the questions as possible to provide us with valuable information and insight which would be used to shape the scope of service, the specifications and final lot configurations

If you are not registered on Westminster City Council's capitalE sourcing e-tendering portal, but would like to participate in the market engagement , please use the link below and follow the on-screen registration instructions. <https://www.capitalesourcing.com/web/login.shtml>