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Planning

COR25199 Telephony Services

Torbay Council

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

Notice identifier: 2026/S 000-004722

Procurement identifier (OCID): ocids-h6vhtk-059e5c ([view related notices](#))

Published 20 January 2026, 11:38am

Scope

Reference

COR25199

Description

Torbay Council are seeking to appoint a supplier for the provision of Telephony software and associated services for the entire council.

From April 2027 at the latest, Torbay Council are exploring a new internal telephony system across its entire estate and its wholly owned Company, SWISCo Ltd. This will need to be installed, set up and tested before that start date to ensure it is ready to go live at the point of switchover. Alongside this, a fully featured contact centre will need to be acquired.

The contract dates provided are an estimated time period and may change following this expression of interest.

Total value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 1 April 2030
- Possible extension to 1 April 2032
- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 64200000 - Telecommunications services

Contract locations

- UKK42 - Torbay

Engagement

Engagement deadline

27 January 2026

Engagement process description

Torbay Council are undertaking a market engagement exercise to gather technical insight into the current telephony landscape. The information collected will be used to inform the technical aspect of a tender specification with an intention to publish the tender later this year.

Torbay Council will allocate time slots for two suppliers, on a first come first serve basis, to provide technical information relating to telephony solutions, however the Authority reserves the right to invite further suppliers if required.

The authority are seeking insight in relation to Microsoft Teams telephony and Contact Centre integrations in relation to the Connect, Extend, and Unify models offered by Microsoft.

Please note that this activity is strictly for information gathering on technical aspects and discussions relating to commercial activity will not be permitted.

Please contact Ryan.Guy@torbay.gov.uk to schedule.

In order to provide unrestricted, full, direct and free of charge access to the EOI Documents the Authority is providing the Documents in PDF format in the Opportunities Area of the ProContract e-Tendering portal at www.supplyingthesouthwest.org.uk

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

20 June 2026

Contracting authority

Torbay Council

- Public Procurement Organisation Number: PXLG-3144-TYMJ

Town Hall

Torquay

TQ1 3DR

United Kingdom

Contact name: Ryan Guy

Telephone: +44 1803208391

Email: ryan.guy@torbay.gov.uk

Website: <http://www.torbay.gov.uk/>

Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government