

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005056-2023>

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 000-005056

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

Published 20 February 2023, 3:29pm

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) Information to be changed or added

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

Section number

II.2.4

Place of text to be modified

Penultimate paragraph

Instead of

Text

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 ProContract. 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.

Read

Text

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 v2". This can be found on the Council's eTendering Portal ProContract. 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.

VII.2) Other additional information

Please note this amendment is in addition to Amendment 1 (published 26/01/23 2.39pm) and Amendment 2 (published 20/02/23 2.30pm).