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Planning

## Contact Centre Solution

Greensquareaccord

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

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Procurement identifier (OCID): ocds-h6vhtk-04e96a

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## Scope

### Description

GSA are seeking Demonstrations from interested suppliers in providing Contact Centre Solution Software, it is anticipated that GSA would limit the demonstrations to 5 providers

### Contract dates (estimated)

- 2 June 2025 to 1 June 2030
- Possible extension to 1 June 2032
- 7 years

## **Main procurement category**

Goods

## **CPV classifications**

- 48500000 - Communication and multimedia software package

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## **Engagement**

### **Engagement deadline**

1 April 2025

### **Engagement process description**

Demonstrations of supplier systems with Q&A

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

## Publication date of tender notice (estimated)

15 April 2025

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## Contracting authority

### Greensquareaccord

- Public Procurement Organisation Number: PPDT-5615-BGVM

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Region: UKG31 - Birmingham

Organisation type: Public authority - central government