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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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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

Engagement

Engagement deadline

1 April 2025

Engagement process description

Demonstrations of supplier systems with Q&A

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

15 April 2025

Contracting authority

Greensquareaccord

- Public Procurement Organisation Number: PPDT-5615-BGVM

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Organisation type: Public authority - central government