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Planning

## Contact Centre Solution

Greensquareaccord

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

Notice identifier: 2025/S 000-007895

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

Published 4 March 2025, 3:26pm

## Changes to notice

This notice has been edited. The [previous version](#) is still available.

## 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.

interested providers should email [procurement@greensquareaccord.co.uk](mailto:procurement@greensquareaccord.co.uk) to express

their interest in demonstrating their system

### **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)
- Voluntary, community and social enterprises (VCSE)

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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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Birmingham

B1 2JB

United Kingdom

Contact name: Tom Ellis

Email: [procurement@greensquareaccord.co.uk](mailto:procurement@greensquareaccord.co.uk)

Website: <https://www.greensquareaccord.co.uk/>

Region: UKG31 - Birmingham

Organisation type: Public authority - central government