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Planning

Telephony

OFCOM

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-008121

Procurement identifier (OCID): ocds-h6vhtk-044862

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Section I: Contracting authority

I.1) Name and addresses

OFCOM

Riverside House, 2a Southwark Bridge Road

London

SE1 9HA

Email

procurementnotice@ofcom.org.uk

Telephone

+44 2079813000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

www.ofcom.org.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

UK Communications Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Telephony

Reference number

C20241920

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Ofcom is running a market engagement exercise to discuss the Contact Centre Solutions.

Ofcom is looking to engage with experienced Contact Centre Providers to help feed into the planning of procurement and contract for our future telephony services.

Ofcom will procure a telephony solution that is resilient, secure, has call recording, call recording storage, retrieval, call routing, transcription capability, supervisor functionality including real time and historical reporting, real time wallboards and dashboards.

Through this market engagement Ofcom is seeking to understand.

- The different solutions available.
- Developments in the marketplace since we last went out to tender.
- How best to use AI technology in the delivery of our service.
- Best practice in service management in this sector.
- The impact of separating SIP trunking and contact centre elements of the contract.
- Implementation and transition, integration timelines.

- An understanding of cost models and implementation costs.

For further information please contact us as per the instructions in this document.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 32543000 - Telephone switchboards
- 64215000 - IP telephone services

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Contact Centre Solution

II.3) Estimated date of publication of contract notice

13 March 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

Telephony Contact Centre Solution Market Engagement

Ofcom may run a procurement exercise for Telephony Contact Centre Solution, to be awarded to a single provider. The purpose of this Prior Information Notice is to inform interested service providers about Ofcom's plans and its requirements (see Market Engagement document for further information).

The procurement will be undertaken in line with either the the Open or Restricted Procedure as set out in the Public Contracts Directive (and as implemented in the UK by the Public Contracts Regulations). When Ofcom is ready to tender a Contract Notice in the Find a Tender Service and seeks completed ITT / prequalification questionnaires to be submitted.

This is a new opportunity and there is not set start date for this contract. This market engagement exercise will support Ofcom to build the business case, requirements and timeline for this project.

Interested parties should express their interest via the Ofcom eTendering portal, hosted by BravoSolution at the following link: www.ofcom.bravosolution.co.uk

The deadline for submission is 12 noon Friday 12 April 2024