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Planning

## **Telephony and Contact Centre Solutions - Call Masking Solutions**

Manchester City Council

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

Notice identifier: 2025/S 000-016392

Procurement identifier (OCID): ocds-h6vhtk-050603

Published 23 April 2025, 9:42am

### **Scope**

### **Description**

The Council is using the e-business portal known as the Chest. Participants of the preliminary market engagement exercise will need to register their details at the following link [www.the-chest.org.uk](http://www.the-chest.org.uk) . Once registered, participants will be emailed a log-in and password which will allow them to gain access to the documentation relating to this exercise.

Manchester City Council is conducting a preliminary market engagement exercise to assess the capability of the Call Masking solutions marketplace. The exercise will assist the Council gather insights in advance of a potential future procurement. Please note this is not a call for competition and Manchester City Council reserves the right not to proceed to procurement.

We would like to invite you to attend a session in May where you can demonstrate your Call Masking solution. Please let us know of your intention to be included in the demonstrations by completing and submitting the 'Preliminary Market Engagement Questionnaire - Call Masking Solutions' doc via the E-Procurement platform, CHEST.

## **Contract dates (estimated)**

- 1 November 2025 to 28 February 2026
- 4 months

## **Main procurement category**

Goods

## **CPV classifications**

- 48000000 - Software package and information systems

## **Contract locations**

- UKD33 - Manchester

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## **Engagement**

### **Engagement deadline**

9 May 2025

## Engagement process description

The Council is using the e-business portal known as the Chest. Participants will need to register their details at the following link [www.the-chest.org.uk](http://www.the-chest.org.uk).

Once registered, participants will be emailed a log-in and password which will allow them to gain access to the documentation relating to this market engagement exercise.

Participants will need to electronically submit their completed Preliminary Market Engagement Questionnaire via the on-line portal by 11am on 09th May 2025 as referred to in the Preliminary Market Engagement documentation.

Manchester City Council is conducting a preliminary market engagement exercise to assess the capability of the Call Masking solutions marketplace. The exercise will assist the Council gather insights in advance of a potential future procurement. Please note this is not a call for competition and Manchester City Council reserves the right not to proceed to procurement.

We would like to invite you to attend a session in May where you can demonstrate your Call Masking solution.

Please let us know of your intention to be included in the demonstrations by completing and submitting the 'Preliminary Market Engagement Questionnaire - Call Masking Solutions' doc via the E-Procurement platform - <https://procontract.due-north.com/Advert?advertId=72e64cb7-7d1f-f011-8136-005056b64545&fromProjectDashboard=True>

The demonstrations will take place from 12th to 30th May 2025.

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## Contracting authority

### Manchester City Council

- Public Procurement Organisation Number: PLNV-8798-LDMP

Town Hall Extension

Manchester

M60 2LA

United Kingdom

Email: [procurement@manchester.gov.uk](mailto:procurement@manchester.gov.uk)

Website: <https://www.manchester.gov.uk>

Region: UKD33 - Manchester

Organisation type: Public authority - sub-central government