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Planning

PI1301686 - Managed Contact Centre for Call Management (Early Market Engagement)

Corporate Officers of the House of Lords and House of Commons

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-016457

Procurement identifier (OCID): ocds-h6vhtk-046a4d

Published 24 May 2024, 1:49pm

Section I: Contracting authority

I.1) Name and addresses

Corporate Officers of the House of Lords and House of Commons

Parliament Square

LONDON

SW1A 0AA

Contact

Suzanna Faria-Johnston

Email

PCD@Parliament.uk

Country

United Kingdom

Region code

UKI32 - Westminster

National registration number

210715608

Internet address(es)

Main address

<https://www.parliament.uk/>

Buyer's address

<https://www.parliament.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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PI1301686 - Managed Contact Centre for Call Management (Early Market Engagement)

Reference number

PI1301686

II.1.2) Main CPV code

- 64214200 - Telephone switchboard services

II.1.3) Type of contract

Services

II.1.4) Short description

PI1301686 - Managed Contact Centre for Call Management.
Early Market Engagement opportunity.

Parliament wishes to seek information as part of an early market engagement process relating to the provision of managed contact centre for call management. The Authority requires a solution with capability of spanning multiple in-bound channels, multiple internal processes, and the potential to grow in scope and scale over time. The intention of this RFI, is to gather sufficient information regarding the market and available service delivery models,

For clarity, this RFI requests information in relation to staffed call answering service rather than a technical/platform solution.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

Main site or place of performance

UK Parliament

II.2.4) Description of the procurement

Request for Information - Early Market Engagement opportunity.

Please complete and submit the Questionnaire on or before closing date of this exercise on 20th June 2024 15:00.

II.2.14) Additional information

Interested participants are required to download and complete the RFI Questionnaire.

We greatly appreciate your participation in this exercise. Please note that findings from this early market engagement opportunity are for information ONLY and will not form part of future selection criteria.

II.3) Estimated date of publication of contract notice

24 May 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: No