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Planning

## Wakefield Council Contact Centre Telephony Solution

The Council of the City of Wakefield

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

Notice identifier: 2025/S 000-018701

Procurement identifier (OCID): ocds-h6vhtk-050c15

Published 2 May 2025, 11:32am

### Scope

### Reference

RFS24-149

### Description

Wakefield Council aims to enhance customer service through a new Contact Centre Solution integrated with Microsoft Teams Telephony. This will improve communication, streamline operations, and support our community's diverse needs, adapting to future growth and customer expectations.

### Contract dates (estimated)

- 5 April 2026 to 4 April 2028

- 2 years

## **Main procurement category**

Services

## **CPV classifications**

- 32500000 - Telecommunications equipment and supplies
- 48333000 - Contact management software package
- 51340000 - Installation services of line telephony equipment
- 51350000 - Installation services of line telegraphy equipment

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)

- UKK - South West (England)

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## **Engagement**

### **Engagement deadline**

16 May 2025

### **Engagement process description**

A Market Engagement questionnaire is available to view and complete on the Merrell YORtender site <https://yortender.eu-supply.com/>, reference number: 98932 . The Market Engagement will close on 16/05/2025 at 12:00

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Contracting authority**

## **The Council of the City of Wakefield**

- Public Procurement Organisation Number: PDZN-8179-PJQV

Wood Street

Wakefield

WF1 2HQ

United Kingdom

Contact name: Adam Blenkinsop

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Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government