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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

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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 Merccell YORtender site <https://yortender.eu-supply.com/>, reference number: 98932 . The Market Engagement will close on 16/05/2025 at 12:00

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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

Email: adamblenkinsop@wakefield.gov.uk

Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government