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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 000-021486

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

Published 14 May 2025, 5:28pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

The deadline for this market engagement has been extended to 23/05/25 at 12:00.

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)

Engagement

Engagement deadline

23 May 2025

Engagement process description

A Market Engagement questionnaire is available to view and complete on the Merzell YORtender site <https://yortender.eu-supply.com/>, reference number: 98932 . The Market Engagement will close on 23/05/2025 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

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Wakefield

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Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government