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Not applicable

SC230157 - Contact Centre Services Market Engagement

Kent County Council

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-022575

Procurement identifier (OCID): ocds-h6vhtk-03eca3

Published 3 August 2023, 11:16am

Section I: Contracting authority/entity

I.1) Name and addresses

Kent County Council

County Hall

Maidstone

ME14 1XQ

Contact

Mr Alexander Whelan

Email

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Telephone

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Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.kent.gov.uk>

Buyer's address

<http://www.kent.gov.uk>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SC230157 - Contact Centre Services Market Engagement

Reference number

DN682669

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The Kent County Council (KCC) wishes to engage with suppliers regarding capacity in the market to provide future Contact Centre Services.

KCC's existing contract for Contact Centre services is due to end 15th December 2025. This contract encompasses providing a contact centre service and solution for KCC both in-hours (Monday to Friday 08:30 – 17:00 and Out Of Hours (17:00 – 08:30 Monday to

Friday, and all weekends and Bank Holidays). The contact centre receives all incoming calls to Kent County Council at the first point of contact, gives information, guidance and signposting alongside completing transactions where digital solutions are not available or cannot be accessed by the customer.

Interested parties would be expected to meet industry standards such as Contact Centre association accreditation. Those who meet this criteria are welcome to 'Register an interest' in this opportunity on the Kent Business Portal and will be invited to complete a 'Market Engagement Questionnaire', which will be immediately accessible via the online messaging facility Kent Business Portal. Questionnaires are due back no later than 29th September 2023.

Responses to this questionnaire will be used to inform KCC's strategy for commissioning these services; KCC may contact organisations directly to discuss/clarify their response to this questionnaire and/or run an engagement event where necessary.

This Prior Information Notice is not a call for competition nor a part of a formal procurement process. The main aim of this Prior Information Notice is to raise market awareness of a future requirement and to invite interested suppliers to register their interest in participating in the Market Engagement Questionnaire.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-022547](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II 1.1

Lot No

1

Place of text to be modified

II 1.1

Instead of

Text

SC230157 - Contract Centre Services Market Engagement

Read

Text

SC230157 - Contact Centre Services Market Engagement