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Planning

Omni-Channel Contact Centre Solution - MARKET ENGAGEMENT

West Midlands Combined Authority

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-024202

Procurement identifier (OCID): ocids-h6vhtk-03f0b5

Published 17 August 2023, 2:48pm

Section I: Contracting authority

I.1) Name and addresses

West Midlands Combined Authority

16 Summer Lane

BIRMINGHAM

B193SD

Contact

Sinead OCallaghan

Email

sinead.ocallaghan@wmca.org.uk

Country

United Kingdom

Region code

UKG - West Midlands (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.wmca.org.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://wmca.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Omni-Channel Contact Centre Solution - MARKET ENGAGEMENT

II.1.2) Main CPV code

- 48333000 - Contact management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

WMCA is currently undertaking a review of its Omni-Channel Contact Centre Solution. Through conducting this Market Engagement, WMCA is seeking to gain a greater understanding of the Contact Centre solutions available in the market and the possible technological developments that may have taken place over recent years.

WMCA plan to use the information gathered from this exercise to inform and help develop its specification of requirements and procurement strategy before approaching the market for a full procurement exercise later in the year.

The information provided as part of this Pre-Market Engagement will be purely used to aid us in shaping our tender documentation and requirements, it will not be evaluated in any way.

The deadline to respond is Thursday 31st August at Midday. Late submissions will not be accepted.

Further key detail around expressing an interest in this exercise are listed below: Portal Website: <https://wmca.bravosolution.co.uk>

Project Title: Omni-Channel Contact Centre Solution - Market Engagement

Bravo Solution Project Reference: Project_741

Please Note that suppliers should not contact officers of the WMCA directly regarding this opportunity, all questions should be submitted through the Bravo Portal.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description**II.2.2) Additional CPV code(s)**

- 72212333 - Contact management software development services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

WMCA is currently undertaking a review of its Omni-Channel Contact Centre Solution. Through conducting this Market Engagement, WMCA is seeking to gain a greater understanding of the Contact Centre solutions available in the market and the possible technological developments that may have taken place over recent years.

WMCA plan to use the information gathered from this exercise to inform and help develop its specification of requirements and procurement strategy before approaching the market for a full procurement exercise later in the year.

The information provided as part of this Pre-Market Engagement will be purely used to aid us in shaping our tender documentation and requirements, it will not be evaluated in any way.

II.3) Estimated date of publication of contract notice

2 October 2023

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: Yes