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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): ocds-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](mailto: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

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## **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

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## **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