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Pipeline

Corporate, Mobile & Contact Centre Telephony Procurement_26

Liverpool City Council

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-024626

Procurement identifier (OCID): ocds-h6vhtk-051d15

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Scope

Reference

PR1068

Description

The existing contracts for Contact Centre, Corporate & Mobile Telephony are currently due to expire in June, September & December 2025 respectively. Separate approvals are being sought by the relevant business areas to extend/vary each of these contracts up until June 2026 to ensure all three contracts are co-termed and enable sufficient timescales to assess the market for a suitable joined up solution. This request seeks to initiate an exercise to explore the unified procurement of a combined LCC telephony contract/solution. This would involve stipulating to the market the use of Teams, leveraging maximum value from the Microsoft E5 licence model and telephone element the Council already pay for.

Contract dates (estimated)

- 1 June 2026 to 1 June 2036
- 10 years, 1 day

Main category

Services

CPV classifications

- 64000000 - Postal and telecommunications services

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

Liverpool City Council

- Public Procurement Organisation Number: PRVY-7813-WLPG

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Organisation type: Public authority - sub-central government