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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): ocids-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

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## **Submission**

### **Publication date of tender notice (estimated)**

1 October 2025

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## **Contracting authority**

### **Liverpool City Council**

- Public Procurement Organisation Number: PRVY-7813-WLPG

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Region: UKD72 - Liverpool

Organisation type: Public authority - sub-central government