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Planning

2000000

Westminster City Council (WCC)

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-024755

Procurement identifier (OCID): ocids-h6vhtk-04883f

Published 6 August 2024, 9:38pm

Section I: Contracting authority

I.1) Name and addresses

Westminster City Council (WCC)

London

SW1E 6QP

Email

buyingteam@westminster.gov.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Internet address(es)

Main address

<https://www.westminster.gov.uk/>

I.3) Communication

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

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II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this Market Engagement is to appraise the market of Westminster City Councils (WCC) proposed approach to procuring an out of hours contact centre and to seek validation of market palatability and appetite for the delivery of the current services.

It should be noted that WCC has not yet finalised the model, commercial and contractual approach and as such reserves its right to amend any of the positions set out in the documentation. The issuance of this information (and any accompanying materials) shall not be deemed to be any form of commitment on the part of WCC to proceed with a full procurement.

All responses will be gratefully received and carefully considered but shall not bind WCC

in any way.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKI31 - Camden and City of London

II.2.4) Description of the procurement

The purpose of this Market Engagement is to appraise the market of Westminster City Councils (WCC) proposed approach to procuring an out of hours contact centre and to seek validation of market palatability and appetite for the delivery of the current services.

It should be noted that WCC has not yet finalised the model, commercial and contractual approach and as such reserves its right to amend any of the positions set out in the documentation. The issuance of this information (and any accompanying materials) shall not be deemed to be any form of commitment on the part of WCC to proceed with a full procurement.

All responses will be gratefully received and carefully considered but shall not bind WCC in any way.

II.3) Estimated date of publication of contract notice

16 September 2024

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