

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024755-2024>

Planning

**2000000**

Westminster City Council (WCC)

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-024755

Procurement identifier (OCID): ocds-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](mailto: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**

2000000

#### **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