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Not applicable

## **P228 - Out of Hours Contact Contact Centre (EOI/Early market engagement)**

Westminster City Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-024892

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

Published 7 August 2024, 3:01pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Email**

[buyingteam@westminster.gov.uk](mailto:buyingteam@westminster.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

#### **Internet address(es)**

Main address

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

P228 - Out of Hours Contact Contact Centre (EOI/Early market engagement)

#### **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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-024755](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.1

Instead of

Text

2000000

Read

Text

Out of Hours Contact Contact Centre - EOI/Early market engagement