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Pipeline

Contact Centre Solution

Birmingham City Council

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

Notice identifier: 2025/S 000-027229

Procurement identifier (OCID): ocds-h6vhtk-052560

Published 23 May 2025, 10:29pm

Scope

Reference

P3369

Description

Provision of a Contact Centre as a Service (CCaaS) (subject to change)

Total value (estimated)

- £2,500,000 excluding VAT
- £3,000,000 including VAT

Contract dates (estimated)

- 1 July 2025 to 1 July 2028
- 3 years, 1 day

Main category

Services

CPV classifications

- 48333000 - Contact management software package
- 72212333 - Contact management software development services

Contract locations

- UKG31 - Birmingham

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

2 June 2025

Contracting authority

Birmingham City Council

- Public Procurement Organisation Number: PCJJ-4826-QMLZ

Council House, 1 Victoria Square

Birmingham

B1 1BB

United Kingdom

Contact name: Commercial and Procurement Services

Email: cps@birmingham.gov.uk

Website: <http://www.in-tendhost.co.uk/birminghamcc>

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government