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Planning

## **Pre-Market Engagement: Contact Centre and Telephony Solutions**

Nottinghamshire County Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-027920

Procurement identifier (OCID): ocds-h6vhtk-02f47d

Published 8 November 2021, 10:56am

### **Section I: Contracting authority**

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

Nottinghamshire County Council

County Hall, Loughborough Road Westbridgford

Nottinghamshire

NG2 7QP

#### **Contact**

Mr Mabs Karim

#### **Email**

[mabs.karim@nottscc.gov.uk](mailto:mabs.karim@nottscc.gov.uk)

#### **Telephone**

+44 1159772721

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.nottinghamshire.gov.uk>

Buyer's address

<http://www.nottinghamshire.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

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## **Section II: Object**

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

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

Pre-Market Engagement: Contact Centre and Telephony Solutions

Reference number

DN580627

#### **II.1.2) Main CPV code**

- 64200000 - Telecommunications services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The purpose of this Prior Information Notice (PIN) is to alert potential suppliers to an opportunity in relation to supply of contact centre and telephony solutions

Nottinghamshire County Council (the Council) has various telephony contracts which are due to expire over the next 2 years including the following:

- Contact Centre solution - supplier Rostrvm
- SIP Lines and Calls – supplier VirginMedia
- BT lines and calls -Daisy
- Mobile Voice and Data – supplier EE
- Call logging/ management software – supplier various

In addition to the above the Council is looking at the following

- PCI compliant solution for taking payments over the phone
- Moving to Microsoft Teams which is currently used for internal calls but Skype for business is used for external calls.

- Moving smaller sites from individual telephony systems to the corporate solution

It is currently envisaged that the procurement will be done as a single Lot framework with a single supplier.

Current revenue budget per annum for the above is approximately £1 million. This is provided for information only

Suppliers are invited to express an interest in this opportunity and submit a short case study on where they have delivered similar solutions. The case study should include contact details for the Customer the contract was/ is with, contract dates, contract value and a description of what was delivered and how it matches our requirements. All expressions of interest must be submitted by 24th November at 17:00.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

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### **II.3) Estimated date of publication of contract notice**

3 May 2022

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## **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