

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/028510-2025>

Planning

CFM0408 - AI contact centre

Fife Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-028510

Procurement identifier (OCID): ocds-h6vhtk-0528f6

Published 29 May 2025, 2:59pm

Section I: Contracting authority

I.1) Name and addresses

Fife Council

Fife House, North Street

Glenrothes

KY7 5LT

Contact

Alan Ross

Email

alan.ross@fife.gov.uk

Country

United Kingdom

NUTS code

UKM72 - Clackmannanshire and Fife

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00187

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

CFM0408 - AI contact centre

Reference number

CFM0408

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Provide a contact centre AI solution. As per attached RFI.

II.1.5) Estimated total value

Value excluding VAT: £400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM72 - Clackmannanshire and Fife

Main site or place of performance

Fife House

II.2.4) Description of the procurement

AI contact centre. As per RFI document.

II.3) Estimated date of publication of contract notice

29 August 2025

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: No

Section VI. Complementary information

VI.3) Additional information

Please see attached RFI document.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=799464.

(SC Ref:799464)