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Planning

## **CFM0408 - AI contact centre**

Fife Council

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-028510

Procurement identifier (OCID): ocids-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](mailto: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](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

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**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

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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: No

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## **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](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=799464).

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