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Pipeline

Contact Centre Software/Contact Centre as a Solution

The Riverside Group Limited

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

Notice identifier: 2025/S 000-028677

Procurement identifier (OCID): ocds-h6vhtk-052964

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Scope

Description

The provision (implementation and ongoing support) of Contact Centre Software solution, potentially to include Workforce Management capabilities.

A 5+ year contract is currently desired with an estimated value of approximately £2.5 million.

Contract dates (estimated)

- 1 July 2026 to 30 June 2031
- 5 years

Main category

Goods

CPV classifications

- 48510000 - Communication software package
- 72212333 - Contact management software development services
- 72261000 - Software support services
- 72263000 - Software implementation services

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

1 August 2025

Contracting authority

The Riverside Group Limited

- Mutuals Public Register: 30938R
- Public Procurement Organisation Number: PWQV-9217-TZPQ

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Region: UKD72 - Liverpool

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)