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Planning

## **PRELIMINARY MARKET ENGAGEMENT - Contact Centre Solution**

The Council of the Borough of Kirklees

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-031075

Procurement identifier (OCID): ocds-h6vhtk-0300da

Published 14 December 2021, 12:06pm

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

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

The Council of the Borough of Kirklees

Town Hall, Ramsden Street,

Huddersfield

HD1 2TA

#### **Contact**

Dave Thompson

#### **Email**

[Dave.Thompson@Kirklees.gov.uk](mailto:Dave.Thompson@Kirklees.gov.uk)

#### **Telephone**

+44 1484221000

**Country**

United Kingdom

**NUTS code**

UKE44 - Calderdale and Kirklees

**National registration number**

GB184352457

**Internet address(es)**

Main address

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

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/104104>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://uk.eu-supply.com/ctm/Supplier/Documents/Folder/32678>

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**

PRELIMINARY MARKET ENGAGEMENT - Contact Centre Solution

Reference number

KMCIT-152

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

- 32524000 - Telecommunications system

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

Supplies

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

Kirklees Council is looking to upgrade its Contact Centre solution which includes telephony and automated switchboard, to one which meets the needs of a modern Council and prioritises the diverse needs, expectations and contact preferences of our Service users.

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 48500000 - Communication and multimedia software package
- 48510000 - Communication software package

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

NUTS codes

- UKE44 - Calderdale and Kirklees

Main site or place of performance

Kirklees District, West Yorkshire, UK

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

Kirklees Council is undertaking a Preliminary Market Consultation (PMC). This is not an Invitation to tender or request for formal expressions of interest. The Council, as Contracting Authority is issuing a request for information only to assess the reaction of the market and thus make any future procurement process more focused and efficient.

The purpose of this PMC is to alert potential suppliers to an opportunity in relation to supply of the current contact centre solution (telephony and automated switchboard) that is likely to be issued to market early in 2022.

The contract value for this project is unknown at this stage, therefore this PIN is being issued to ensure that any subsequent procurement process undertaken following this PMC is compliant should the contract be valued at above the threshold for Goods and Services.

The Council would like to gain information from the market to shape the future procurement process. Further information on the PMC and response questionnaire is available for interested organisations to access on the YORtender website (<https://yortender.eu-supply.com>).

#### **II.2.14) Additional information**

Further information on this process is available through the regional procurement portal

<https://yortender.eu-supply.com>

Responses to the PMC must be made via YORtender no later than 13:00 on 7 January 2022.

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

28 February 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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Further information on this process is available through the regional procurement portal

<https://yortender.eu-supply.com>