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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): ocids-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

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

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

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

Section VI. Complementary information

VI.3) Additional information

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

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