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Planning

## Customer Experience Platform

Rotherham Borough Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-033460

Procurement identifier (OCID): ocds-h6vhtk-054f5a

Published 18 June 2025, 4:17pm

## Scope

## Reference

25-069

## Description

Rotherham Metropolitan Borough Council ("the Council") is seeking to engage with solution providers who can support their strategic vision of delivering a customer experience that is engaging, accessible, and efficient for all residents.

This notice forms part of a market research exercise aimed at assessing current market capabilities and understanding whether potential suppliers are able to meet the Council's requirements as outlined in a Request for Information (RFI) document.

Organisations that believe they can meet these requirements and are willing to share relevant insights or information that may assist the Council in shaping its approach are invited to complete the RFI via the YORtender portal at [www.yortender.co.uk](http://www.yortender.co.uk).

## **Contract dates (estimated)**

- 18 December 2026 to 17 December 2031
- 5 years

## **Main procurement category**

Goods

## **CPV classifications**

- 48000000 - Software package and information systems

## **Contract locations**

- UKE31 - Barnsley, Doncaster and Rotherham

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## **Engagement**

### **Engagement deadline**

8 July 2025

## Engagement process description

Engagement in this exercise is via YORtender: <https://yortender.eu-supply.com/ctm/supplier/publictenders?B=YORTENDER>

There is a timetable included within the RFI document.

All correspondence in relation to this exercise will be carried out via the YORtender portal.

Submissions to be returned via the YORtender portal by 08/07/2025.

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## Contracting authority

### Rotherham Borough Council

- Public Procurement Organisation Number: PGYC-3376-BGQP

Riverside House, Main Street

Rotherham

S60 1AE

United Kingdom

Email: [procurement.corporate@rotherham.gov.uk](mailto:procurement.corporate@rotherham.gov.uk)

Website: <https://www.rotherham.gov.uk/>

Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - sub-central government

