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Planning

Telephony and Call Centre - Teams Front End

University of Exeter

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

Notice identifier: 2025/S 000-057509

Procurement identifier (OCID): ocids-h6vhtk-059ca4

Published 17 September 2025, 5:30pm

Scope

Reference

UOE/2025/069/SD

Description

At the University of Exeter communication is key to how we engage with our students, colleagues and partners. Whilst the use of telephony has vastly reduced in recent years, with other forms of communication being more prevalent, telephony still has a place in many areas, including accommodation, estates patrol, clearing etc. Currently the University has a disparate number of Telephony systems for internal and external telephony as well as two separate call centre systems. It is intended to simplify the overall telephony system where possible and have a single provider for telephony and a single provider for call centre operations. This could be the same provider and indeed the same system if appropriate.

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 March 2026 to 1 March 2029
- Possible extension to 1 March 2030
- 4 years

Main procurement category

Services

Additional procurement category

Goods

CPV classifications

- 64215000 - IP telephone services
- 32552310 - Digital telephone exchanges
- 64210000 - Telephone and data transmission services

Contract locations

- UKK - South West (England)

Engagement

Engagement deadline

4 October 2025

Engagement process description

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=97969&B=

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

12 January 2026

Contracting authority

University of Exeter

- Public Procurement Organisation Number: PZYG-2396-XCRZ

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Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government