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Planning

COR25119 Telephony Services - Expression of Interest

Torbay Council

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

Notice identifier: 2025/S 000-058220

Procurement identifier (OCID): ocids-h6vhtk-059e5c

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Scope

Reference

COR25119

Description

Torbay Council is seeking a provider delivering a new telephony system for the entire council.

From April 2027 at the latest, Torbay Council are exploring a new internal telephony system across its entire estate and its wholly owned Company, SWISCo Ltd. This will need to be installed, set up and tested before that start date to ensure it is ready to go live at the point of switchover. Alongside this, a fully featured contact centre will need to be acquired.

The contract dates provided are an estimated time period and may change following this expression of interest.

Total value (estimated)

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2030
- 3 years

Main procurement category

Services

CPV classifications

- 64215000 - IP telephone services

Contract locations

- UKK42 - Torbay

Engagement

Engagement deadline

10 October 2025

Engagement process description

Torbay Council is undertaking pre-market engagement to assess interest from suitably experienced providers in delivering a new telephony system for the entire council.

This Expression of Interest (EOI) seeks to gauge provider appetite ahead of a formal procurement exercise with the aim of shaping a future contract that is informed by market capacity, capability and interest.

This EOI does not form part of the formal procurement process but will inform the final approach and route to market. At present the intention is that there will be no further market engagement following this EOI.

In order to provide unrestricted, full, direct and free of charge access to the EOI Documents the Authority is providing the Documents in PDF format in the Opportunities Area of the ProContract e-Tendering portal at www.supplyingthesouthwest.org.uk

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Torbay Council

- Public Procurement Organisation Number: PXLG-3144-TYMJ

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Torquay

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Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government