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Planning

## **Unified Communications and Contact Centre Solution**

Trafford Council

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

Notice identifier: 2025/S 000-059394

Procurement identifier (OCID): ocds-h6vhtk-05a165

Published 24 September 2025, 3:54pm

### **Scope**

#### **Description**

Trafford Council are looking to identify and engage a strategic partner to deliver a secure, robust, and future-ready Unified Communications (UC) and Contact Centre solution.

The solution must support Trafford Councils ambition to enhance resident engagement, streamline internal communications, and integrate seamlessly with their corporate digital platforms.

Further details can be found within the attached market engagement brief on The Chest / Proactis -

Project information - DN791882

#### **Contract dates (estimated)**

- 9 January 2026 to 8 January 2031

- 5 years

## **Main procurement category**

Services

## **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

## **Contract locations**

- UKD3 - Greater Manchester

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## **Engagement**

### **Engagement deadline**

17 October 2025

### **Engagement process description**

Further details can be obtained by accessing the project information contained on The Chest / Proactis as per Project information - DN791882

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## **Contracting authority**

## Trafford Council

- Public Procurement Organisation Number: PGZW-1429-QQZQ

Trafford Town Hall, Talbot Road

Manchester

M32 0TH

United Kingdom

Email: [procurement@star-procurement.gov.uk](mailto:procurement@star-procurement.gov.uk)

Region: UKD34 - Greater Manchester South West

Organisation type: Public authority - sub-central government