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Planning

To provide VoIP Support and Maintenance to St Helens Schools

St Helens Council

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

Notice identifier: 2025/S 000-072643

Procurement identifier (OCID): ocds-h6vhtk-05de4f

Published 11 November 2025, 9:55am

Scope

Reference

DN797029

Description

St Helens Council would like to take the opportunity to do a 'soft market testing' to determine current interest levels in the market supporting schools in St Helens. Most of the schools in St Helens have upgraded from Centrex to Cloud VoIP during the past 3 years, and some schools have NEC platform installed due to large volume of handsets

Contract dates (estimated)

- 1 January 2026 to 31 December 2028

- 3 years

Main procurement category

Services

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

28 November 2025

Engagement process description

The Soft Market exercise has been published on The Chest portal, reference number DN797029. All expressions of interest are to be submitted by The Chest Portal by the engagement deadline. All clarification questions are to be via the messaging facility on The Chest portal.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

St Helens Council

- Public Procurement Organisation Number: PPYM-6238-VHLR

Town Hall

St Helens

WA10 1HP

United Kingdom

Email: procurement@star-procurement.gov.uk

Website: <http://www.sthelens.gov.uk>

Region: UKD71 - East Merseyside

Organisation type: Public authority - sub-central government