

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/074163-2025>

Planning

## **002465 - Preliminary Market Engagement (PME) for Workforce Management System**

Durham County Council

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

Notice identifier: 2025/S 000-074163

Procurement identifier (OCID): ocds-h6vhtk-05e1ee

Published 14 November 2025, 4:47pm

### **Scope**

### **Description**

Durham County Council is seeking to engage with the market to explore options for the provision of a Workforce Management System (WFM) capable of delivering the full range of requirements outlined below. The purpose of this engagement is to understand the market's capability to provide a modern, cloud-based solution that supports efficient workforce planning, scheduling, and performance management across the Councils Corporate Customer Services operation.

The Council's Customer Services Department currently utilises a specialist hosted contact centre workforce management system which provides skill-based forecasting and scheduling across multiple communication channels for both office-based and remote agents.

This system supports intraday forecasting using real-time data such as calls offered, average handling time (AHT), and agent/skill availability. It enables the monitoring of actual performance against forecast performance and provides real-time adherence tracking against schedules.

An integral component of the current system is the agent interface, which includes schedule visibility and a vacation planner module.

Please note, our estimated budget is approximately £18,000 per annum

**Total value (estimated)**

- £54,000 excluding VAT
- £64,800 including VAT

Below the relevant threshold

**Contract dates (estimated)**

- 21 June 2026 to 20 June 2028
- Possible extension to 20 June 2029
- 3 years

**Main procurement category**

Goods

**CPV classifications**

- 48000000 - Software package and information systems

**Contract locations**

- UKC14 - Durham CC

---

## Engagement

### Engagement deadline

28 November 2025

### Engagement process description

This is a Preliminary Market Engagement opportunity. The written response questionnaire can be accessed free of charge at [open-uk.org](https://open-uk.org)

Completed questionnaires must be submitted via the Open Portal by 12 noon on Friday 28th November.

---

## Contracting authority

### Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: [zoe.embleton@durham.gov.uk](mailto:zoe.embleton@durham.gov.uk)

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

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government