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Planning

NUN - Pre-market Engagement - AI Telephony Contact Centre Solution

Nuneaton and Bedworth Borough Council

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

Notice identifier: 2025/S 000-080123

Procurement identifier (OCID): ocds-h6vhtk-05ef9c

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Scope

Reference

NUN - 24816

Description

NBBC is currently exploring the potential implementation of an AI-driven telephony contact centre solution to more effectively manage the volume of incoming calls to our resident-facing contact centres. The aim is to enhance the customer service experience by streamlining call handling and improving operational efficiency. The Council is also open to exploring other AI based customer services solutions such as Chatbots that can improve our contact channel offering.

Contract dates (estimated)

- 1 October 2026 to 30 September 2030
- 4 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72212512 - Interactive voice response software development services

Contract locations

- UKC - North East (England)
 - UKD - North West (England)
 - UKE - Yorkshire and the Humber
 - UKF - East Midlands (England)
 - UKG - West Midlands (England)
 - UKH - East of England
 - UKI - London
 - UKJ - South East (England)
 - UKK - South West (England)
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Engagement

Engagement deadline

19 January 2026

Engagement process description

To access the Pre-Market engagement , please register with <http://www.csw-jets.co.uk/>

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Nuneaton and Bedworth Borough Council

- Public Procurement Organisation Number: PGMR-4581-NPWJ

Town Hall, Coton Road

NUNEATON

CV11 5AA

United Kingdom

Email: Procurement@nuneatonandbedworth.gov.uk

Website: <http://www.cswjets.co.uk>

Region: UKG13 - Warwickshire

Organisation type: Public authority - sub-central government