

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000946-2026>

Contract

Purchasing of Telephony Services for University Clearing Days

Sheffield Hallam University

F03: Contract award notice

Notice identifier: 2026/S 000-000946

Procurement identifier (OCID): ocds-h6vhtk-0600ae

Published 7 January 2026, 10:36am

Section I: Contracting authority

I.1) Name and addresses

Sheffield Hallam University

City Campus

Sheffield

S11WB

Email

strategicprocurement@shu.ac.uk

Country

United Kingdom

Region code

UKE32 - Sheffield

UK Register of Learning Providers (UKPRN number)

10005790

Internet address(es)

Main address

<https://www.shu.ac.uk/>

I.4) Type of the contracting authority

Other type

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Purchasing of Telephony Services for University Clearing Days

Reference number

2526-14-DTS-JM

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of a hosted contact centre and telephony solution to support the University's student recruitment and enquiry handling activities, particularly during peak Clearing periods. The service includes cloud-based contact centre functionality, automated call distribution, IVR call routing, workflow automation, and integration with Microsoft Teams and the University's existing telephony systems.

The contract also covers ongoing support and maintenance, service availability management, analytics and reporting, and professional services to support configuration, optimisation, and training. The solution enables the University to manage high volumes of inbound and outbound calls efficiently and reliably during critical recruitment periods.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £251,929

II.2) Description

II.2.3) Place of performance

NUTS codes

- 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)

II.2.4) Description of the procurement

Provision of a hosted contact centre and telephony service to support the University's student recruitment and enquiry handling activities, including high-volume call handling during Clearing periods. The service comprises cloud-based contact centre software, automated call distribution, IVR call routing, workflow automation, and integration with Microsoft Teams and the University's existing telephony infrastructure.

The contract includes the supply of concurrent agent licences, SIP telephony channels, inclusive call minutes, and associated hosting services, together with ongoing support and maintenance, service availability management, analytics and reporting, and professional services for configuration, optimisation, and user training.

The service is required to provide a stable, scalable, and resilient platform capable of supporting peak demand periods and business-as-usual operations.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The contract was awarded via an existing compliant framework agreement in accordance with the framework call-off rules. The framework provides pre-competed pricing and terms, ensuring value for money and continuity of a business-critical service.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Contract No

2526-14-DTS-JM

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203 Bedford Heights Brickhill Drive Bedford

Bedfordshire

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02831215

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £251,929

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Sheffield Hallam University

Furnival Works

Sheffield

S1 4QT

Country

United Kingdom