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Tender

## Contact Centre 2026

Oxford City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006817

Procurement identifier (OCID): ocds-h6vhtk-060ef9

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## Scope

## Reference

OCC000919

## Description

Cloud-based contact centre

## Total value (estimated)

- £310,000 excluding VAT
- £372,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 25 May 2026 to 24 May 2029
- Possible extension to 24 May 2031
- 5 years

Description of possible extension:

2 optional extensions, each for 1 year.

## **Main procurement category**

Services

## **CPV classifications**

- 32543000 - Telephone switchboards
- 32551200 - Telephone exchanges
- 79512000 - Call centre

## **Contract locations**

- UKJ14 - Oxfordshire

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## **Submission**

## **Submission type**

Tenders

## **Tender submission deadline**

26 February 2026, 2:30pm

## **Submission address and any special instructions**

The tender documents will be published via the Intend portal. Interested bidders can register at the link below:

<https://in-tendhost.co.uk/oxfordcc/aspx/Home>

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

27 April 2026

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## **Award criteria**

Name	Description	Type
Simple description	Quality Response 50% Social Value Response 10% Price 40%	Price

## **Weighting description**

Quality Response 50%

Social Value Response 10%

Price 40%

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Competitive flexible procedure description**

The procurement process is as follows:

o Stage 1: Initial Assessment Criteria:

Any bidder who passes all the conditions of Stage 1 will proceed to Stage 2.

o Stage 2: Assessment against Quality and Price Submissions.

The five highest scoring bidders at Stage 2 will be invited to Stage 3.

o Stage 3: Bidder presentations:

Bidders will be invited to give a virtual, 30-minute presentation, to the evaluation team, to demonstrate their system capabilities.

The highest scoring bidder will be awarded the contract.

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## **Contracting authority**

### **Oxford City Council**

- Public Procurement Organisation Number: PJQW-3663-YMYQ

Oxford Town Hall, St Aldates

Oxford

OX1 1BX

United Kingdom

Email: [Procurement@oxford.gov.uk](mailto:Procurement@oxford.gov.uk)

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

