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Contract

Contact Centre as a Service Solution and Mobile App

Cheshire East Council

F03: Contract award notice
Notice identifier: 2026/S 000-007396
Procurement identifier (OCID): ocds-h6vhtk-0497c2
Published 28 January 2026, 9:46am

Section I: Contracting authority

I.1) Name and addresses

Cheshire East Council

Delamere House, Delamere Street

Crewe

CW12JZ

Contact

Michael Ashworth

Email

michael.ashworth@cheshireeast.gov.uk

Telephone

+44 1270686953

Country

United Kingdom

Region code

UKD62 - Cheshire East

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.cheshireeast.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre as a Service Solution and Mobile App

Reference number

C2546

II.1.2) Main CPV code

- 30237110 - Network interfaces

II.1.3) Type of contract

Supplies

II.1.4) Short description

Contract for the provision of network services a supplier that can support and maintain the existing NICE product - CXOne telephony system.

To secure Infrastructure solutions to ensure that our business connectivity is always available, prioritises user experience and application performance with Managed services to ensure that solutions are optimised, monitored and developed across our organisation and provide an ongoing consultative engagement.

This contract is awarded under the Crown Commercial Service - Network Services 3 RM6116 Lot 4C - Contact Centre Solutions.

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: £1,268,727

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD6 - Cheshire

II.2.4) Description of the procurement

To secure Infrastructure solutions to ensure that our business connectivity is always available, prioritises user experience and application performance with Managed services to ensure that solutions are optimised, monitored and developed across our organisation and provide an ongoing consultative engagement. Contract commences 7 February 2026

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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: 2024/S 000-028154

Section V. Award of contract

Contract No

C2546

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 December 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

4Net Technologies Ltd

Stretford

Country

United Kingdom

NUTS code

• UKD33 - Manchester

Companies House

05448638

The contractor is an SME

No

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

Total value of the contract/lot: £1,268,727

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom