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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 000-009426

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

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

Award criteria

Name	Description	Type
Simple description	Quality Response 55% Social Value Response 10% Price 35%	Price

Weighting description

Quality Response 55%

Social Value Response 10%

Price 35%

Other information

Conflicts assessment prepared/revised

Yes

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.

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

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government

