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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 000-009887

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

Published 4 February 2026, 11:34am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

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

2 March 2026, 2:00pm

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