

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015095-2026>

Planning

## **NPTC - Telephone Systems**

NPTC Group of Colleges

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015095

Procurement identifier (OCID): ocds-h6vhtk-0657ca

Published 19 February 2026, 10:18am

### **Scope**

### **Reference**

CA17239

### **Description**

At Neath Port Talbot College (T/A NPTC Group of Colleges) communication is key to how we-engage with our students, staff and businesses. Whilst the telephone system has vastly reduced in recent years, with other forms of communication being more prevalent, a telephone still has its place in many areas including during enrolment and daily College operations

Currently the College has one Microsoft Team telephony system with one Contact Centre system that integrates with a Customer Relations Management solution.

Please respond by the 06 March 2026

The College is seeking ways in which to leverage the full potential of Microsoft Teams telephony system whilst ensuring that calls are directed to the appropriate team to deliver

the best experience for our students, staff and businesses.

AI and advanced analytics are exploratory at this stage and will be assessed for future potential rather than assumed as in-scope deliverables.

The NPTC are seeking to publish a competitive tender for a Telephone System Contract. NPTC would like to conduct a questionnaire survey.

### **Total value (estimated)**

- £400,000 excluding VAT
- £480,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 12 November 2026 to 11 November 2029
- Possible extension to 11 November 2031
- 5 years

### **Main procurement category**

Services

### **CPV classifications**

- 51300000 - Installation services of communications equipment
- 50334400 - Communications system maintenance services
- 72212511 - Desktop communications software development services

## **Contract locations**

- UK - United Kingdom
- 

## **Engagement**

### **Engagement deadline**

6 March 2026

### **Engagement process description**

The Contracting Authority will conduct the procurement in accordance with the Procurement Act 2023 and the associated regulations, ensuring compliance with the statutory objectives.

---

## **Participation**

### **Particular suitability**

- Small and medium-sized enterprises (SME)
  - Voluntary, community and social enterprises (VCSE)
- 

## **Submission**

## **Publication date of tender notice (estimated)**

8 May 2026

---

## **Contracting authority**

### **NPTC Group of Colleges**

- Public Procurement Organisation Number: PHXM-2376-LVTG

Neath Campus, Dwr-y-Felin Road

Neath

SA10 7RF

United Kingdom

Telephone: 01619740945

Email: [a.young@thecpc.ac.uk](mailto:a.young@thecpc.ac.uk)

Region: UKL17 - Bridgend and Neath Port Talbot

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)