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Pipeline

Omni Channel Contact Centre Solution

Care Quality Commission

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015497

Procurement identifier (OCID): ocds-h6vhtk-0658c4

Published 20 February 2026, 9:18am

Scope

Description

This is a UK1 Pipeline Notice.

Contact Centre Software requirement for CQCs Omni channel solution.

Planned Sourcing route: Call-off from a framework agreement

Total value (estimated)

- £1,091,753.56 excluding VAT
- £1,310,104.27 including VAT

Contract dates (estimated)

- 3 April 2029 to 31 March 2031

- Possible extension to 31 March 2033
- 3 years, 11 months, 28 days

Main category

Goods

CPV classifications

- 48000000 - Software package and information systems

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 April 2028

Contracting authority

Care Quality Commission

- NHS Organisation Data Service: 8HN02
- Public Procurement Organisation Number: PBJZ-7139-JTHN

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

United Kingdom

Email: commercialcontracts@cqc.org.uk

Region: UKC22 - Tyneside

Organisation type: Public authority - central government