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Contract

008695 - Customer Contact Centre through digital and omni-channel

Newcastle City Council

F03: Contract award notice

Notice identifier: 2025/S 000-017533

Procurement identifier (OCID): ocids-h6vhtk-0508ef

Published 29 April 2025, 11:06am

Section I: Contracting authority

I.1) Name and addresses

Newcastle City Council

Civic Centre

Newcastle Upon Tyne

NE18QH

Contact

Julie Spencer

Email

julie.spencer@newcastle.gov.uk

Country

United Kingdom

Region code

UKC22 - Tyneside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.newcastle.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

008695 - Customer Contact Centre through digital and omni-channel

II.1.2) Main CPV code

- 98000000 - Other community, social and personal services

II.1.3) Type of contract

Services

II.1.4) Short description

A Market Engagement Exercise was carried out as our current telephony platform does not meet our current or future needs and is driving costly support arrangements. Calls dropping audio problems and the inability to transfer some calls. The Market Engagement reviewed other available products and one solution fitted NCC needs for now and the future. A direct award to AWS was granted via the Yorkshire Procurement Organisation (YPO) Framework 1126 - Cloud Services, AI, Data Centre Management and Transformation Solutions, Lot 1 - Cloud Hosting Services. This solution is fully compliant with procurement regulations (PCR 2015) and offers a compliant route to market. We reviewed YPO 1126 framework and AWS provided the most competitive solution.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £630,000 / Highest offer: £900,000 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 48500000 - Communication and multimedia software package

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

To update the current telephony System with a Digital and cloud based solution throughout NCC locations.

II.2.4) Description of the procurement

To update the current telephony System with a Digital and cloud based solution throughout NCC locations. There have been 49 incidents being logged with ICT in the last 6 months. These have been for a range of issues from calls dropping, audio problems and inability to transfer calls. This is not sustainable. A cloud telephony solution offering a range of services and features such as Amazon Connect (Contact Centre System), has extensive storage and AI capabilities. It is widely used by organisations and governments due to its high security and compliance features. It was also named as a leader in the 2024 Gartner Magic Quadrant for Contact Centre as a Service (Gartner are a research agency that provide unbiased insight into key players in many markets).

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

Award of a contract without prior publication of a call for competition in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to restricted procedure
- Service contract to be awarded to the winner or one of winners under the rules of a design contest

Explanation:

Market Engagement and used YPO Framework 1126. This had already been advertised as a framework.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

AWS EMEA SARL UK

1 Principal Place

London

EC2A 2FA

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

FC034225

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £900,000

Lowest offer: £630,000 / Highest offer: £900,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

Technology and Construction Court, 7 Rolls Buildings, Fetter Lane

London

EC4A 1NL

Country

United Kingdom