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Contract

007734 - Customer and Debtor Automated Engagement Platform

Newcastle City Council

F03: Contract award notice

Notice identifier: 2022/S 000-018292

Procurement identifier (OCID): ocds-h6vhtk-032c0c

Published 5 July 2022, 1:40pm

Section I: Contracting authority

I.1) Name and addresses

Newcastle City Council

Civic Centre

NEWCASTLE-UPON-TYNE

NE1 8QH

Contact

James Wood

Email

James.Wood@newcastle.gov.uk

Telephone

+44 1912777433

Country

United Kingdom

NUTS code

UKC22 - Tyneside

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

007734 - Customer and Debtor Automated Engagement Platform

Reference number

007734 - Customer and Debtor Automated Engagement Platform

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Contract awarded to Voicescape Limited for a Customer and Debtor Automated Engagement Platform at a value of £249,000.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £249,000

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Contract awarded to Voicescape Limited for a Customer and Debtor Automated Engagement Platform at a value of £249,000. 4 bids were received via an Open over threshold procurement exercise.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

1 x 12 month option to extend is available

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-009585](#)

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

1 July 2022

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

Voicescape Limited

Salford

M5 3EQ

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £249,000

Total value of the contract/lot: £249,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

N/A

N/A

Country

United Kingdom