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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](mailto: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

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**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

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## **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](#)

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

N/A

N/A

Country

United Kingdom