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Contract

Provision of Omnichannel Contact Centre Solution

Amplius Living

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018501

Procurement identifier (OCID): ocds-h6vhtk-050b91

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Scope

Description

Provision of Omnichannel Contact Centre Solution for 1 year period.

Contract 1. Provision of Omnichannel Contact Centre Solution

Supplier

- Puzzel Limited

Contract value

- £132,089.70 including VAT

Below the relevant threshold

Date signed

14 April 2025

Contract dates

- 15 April 2025 to 14 April 2026
- 1 year

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKE1 - East Yorkshire and Northern Lincolnshire
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England

Procedure

Procedure type

Below threshold - unknown

Supplier

Puzzel Limited

- Companies House: 04124967
- Public Procurement Organisation Number: PCCV-1982-WPWZ

58 Herschel House

Slough

SL1 1PG

United Kingdom

Email: gcloud@puzzel.com

Website: <https://www.puzzel.com>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Omnichannel Contact Centre Solution

Contracting authority

Amplus Living

- Public Procurement Organisation Number: PJDD-6383-MNNX

K2, Timbold Drive, Kents Hill

Milton Keynes

MK7 6BZ

United Kingdom

Email: procurement@amplus.co.uk

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government