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Contract

## Contact Centre Telephone Solution

Rhondda Cynon Taf CBC

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

Notice identifier: 2025/S 000-018969

Procurement identifier (OCID): ocds-h6vhtk-050cd1

Published 6 May 2025, 9:20am

## Scope

## Reference

S378

## Description

Provision of an omni-channel Contact Centre telephony platform for the Council's Corporate Contact Centre. The Council is to enter into a new short term contract with an alternative platform provider, recommended by the contact centre software provider. This is a new short term contract to coincide with the contact centre existing software licence term.

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## **Contract 1. Contact Centre Telephone Solution**

### **Supplier**

- [HYBRIT SERVICES LTD](#)

### **Contract value**

- £187,200 including VAT

Below the relevant threshold

### **Date signed**

11 March 2025

### **Contract dates**

- 1 June 2025 to 31 May 2027
- 2 years

### **Main procurement category**

Services

### **CPV classifications**

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

### **Contract locations**

- UKL15 - Central Valleys

## Signed contract documents

[Adam Lee Play Area March 2025.pdf](#)

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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

### HYBRIT SERVICES LTD

- Companies House: 10479291

3 Building 3, Royal Ordnance Depot, Weedon Bec, Northamptonshire, United Kingdom,

Northampton

NN7 4PS

United Kingdom

Email: [nigel.cox@hybrit.co.uk](mailto:nigel.cox@hybrit.co.uk)

Region: UKF24 - West Northamptonshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Contact Centre Telephone Solution

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## Contracting authority

### **Rhondda Cynon Taf CBC**

- Public Procurement Organisation Number: PDXZ-9391-VHZQ

2 Llys Cadwyn

Porth

CF37 4TH

United Kingdom

Contact name: Chris Phillips

Email: [Christopher.Phillips@rctcbc.gov.uk](mailto:Christopher.Phillips@rctcbc.gov.uk)

Website: <http://www.rctcbc.gov.uk/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales

