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Award

Microsoft Teams and Five9 Unified Communications Offering with associated Gamma SIP Trunks

The Health and Care Professions Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044742

Procurement identifier (OCID): ocids-h6vhtk-056a29

Published 31 July 2025, 1:26pm

Scope

Reference

HCPC0222

Description

The service required is the implementation of a new cloud-based telephony and customer contact solution, to replace the current telephony platform with a more modern, flexible, and resilient service. This includes the configuration of Microsoft Teams Voice and Five9 for customer-facing contact centre operations & the wider Internal teams in the organisation.

Commercial tool

Establishes a framework

Contract 1. Microsoft Teams and Five9 Unified Communications Offering with associated Gamma SIP Trunks

Supplier

- OPUS BUSINESS SYSTEMS LTD

Contract value

- £236,210 including VAT

Below the relevant threshold

Award decision date

25 July 2025

Earliest date the contract will be signed

31 July 2025

Contract dates (estimated)

- 14 January 2026 to 13 January 2029
- Possible extension to 13 January 2031
- 5 years

Description of possible extension:

Optional contract extension: Based on mutual agreement the contract can be extended for 12month+12month.

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

In case of additional purchases, a variation order following the framework agreements terms and conditions will be followed.

CPV classifications

- 48510000 - Communication software package

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

OPUS BUSINESS SYSTEMS LTD

1st Floor, London Court, 39 London Road

Surrey

RH2 9AQ

United Kingdom

Email: customerservice@opustech.co.uk

Region: UKJ26 - East Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Microsoft Teams and Five9 Unified Communications Offering with associated Gamma SIP Trunks

Contracting authority

The Health and Care Professions Council

- Public Procurement Organisation Number: PZRM-1794-HRGR

184 - 186 Kennington Park Road

London

SE11 4BU

United Kingdom

Contact name: Edin Kekic

Email: edin.kekic@hcpc-uk.org

Website: <https://www.hcpc-uk.org/>

Region: UKI45 - Lambeth

Organisation type: Public authority - sub-central government