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Contract

Digital Place for Local Public Services - Customer Experience Program

Tameside Metropolitan Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-046650

Procurement identifier (OCID): ocds-h6vhtk-0582c6

Published 6 August 2025, 4:07pm

Section I: Contracting authority

I.1) Name and addresses

Tameside Metropolitan Borough Council

Tameside One

Ashton under Lyne

OL60GS

Contact

PHILIP STEPHENS

Email

philip.stephens@star-procurement.gov.uk

Country

United Kingdom

Region code

UKD - North West (England)

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.tameside.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

Digital Place for Local Public Services - Customer Experience Program

Reference number

STAR UID 14870

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

3-year contract. The Council are seeking a Customer Experience Programme (CEP).

The initiative aims to enhance service delivery, improve customer interactions, and achieve operational efficiencies.

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: £900,000

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

- UKD - North West (England)

Main site or place of performance

Tameside Council

II.2.4) Description of the procurement

3-year for a Customer Experience Programme (CEP).

The initiative aims to enhance service delivery, improve customer interactions, and achieve operational efficiencies.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Procured as a direct award through G Cloud 14

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Contract No

STAR UID 14870

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 August 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Placecube Ltd

Reading

RG1 4PN

Country

United Kingdom

NUTS code

- UKD - North West (England)

Companies House

09914106

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £900,000

Total value of the contract/lot: £900,000

Section VI. Complementary information

VI.3) Additional information

Contract dates 09/06/2025 - 08/06/2028

VI.4) Procedures for review

VI.4.1) Review body

STAR Procurement

Trafford

Country

United Kingdom

