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Award

Residential Digital Front Door Platform

Lancashire County Council

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

Notice identifier: 2025/S 000-046702

Procurement identifier (OCID): ocds-h6vhtk-0501f3 ([view related notices](#))

Published 6 August 2025, 6:22pm

Scope

Reference

JB/ICT/LCC/25/1917

Description

A digital front door platform is designed to streamline and enhance the way residents and businesses interact with services that the Authority provides. The future platform will deliver the following strategic ambitions:

- Easy, seamless experience whether engaging by phone, face to face, social media, AI chat or via a range of resident facing applications and forms.
- Mobile friendly, easy access to advice, information, and support about our services at a time to suit our residents.
- Opportunities to feedback about their digital journey and the design of our resident facing services.
- An automated telephone payment system which allows users to make payments over

the phone or online without needing to speak to an agent.

- Receive a consistently effective digital service without having to tell us more than once.
 - Ability to capture nondigital interactions where residents have chosen to use nondigital routes.
 - Real time access to updates about a service request
 - Promotes an inclusive digital service.
 - Accessibility is embedded into the fabric of our solution so that residents with additional needs can engage with us digitally.
 - Seamless signposting to the wider local government community without having to understand the difference between county, district, or parish level services.
 - Ability to communicate in a non-English first language.
 - An effective, timely and empathic response to an enquiry or service request
 - Assurance that information we hold is safe and secure
-

Contract 1

Supplier

- NETCALL TECHNOLOGY LIMITED

Contract value

- £4,300,000 including VAT

Above the relevant threshold

Award decision date

6 August 2025

Date assessment summaries were sent to tenderers

6 August 2025

Standstill period

- End: 15 August 2025
- 8 working days

Earliest date the contract will be signed

18 August 2025

Contract dates (estimated)

- 1 September 2025 to 31 March 2029
- Possible extension to 31 March 2036
- 10 years, 7 months

Description of possible extension:

The initial Contract period will be three (3) years and seven (7) months, after such time the Authority may extend the Contract by any number of defined periods stipulated by the Authority pursuant to the Contract, provided that the total duration of the Contract Term

does not exceed ten (10) years and seven (7) months.

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

The Council anticipates that, during the term of the contract, there may be a requirement for additional purchases and enhancements to ensure the continued effectiveness, scalability, and relevance of the solution. These may include, but are not limited to:

- Upgrades to existing systems or solutions to maintain compatibility with evolving technical standards, such as PCI DSS, or security requirements;
- Procurement of new modules or functionalities that extend the core capabilities of the original solution, provided they remain within the intended scope of the contract;
- Specialist consultancy or development services to support implementation, integration, or optimisation of the solution, and future upgrades, in response to changing operational needs;
- Integration of evolving technologies, such as artificial intelligence (AI) and automation, to enhance performance, efficiency, or user experience, where such integrations are consistent with the original purpose of the contract.
- Purchase additional licences, storage and similar already covered by the Contract but to expand the needs.
- To support the Council during any future reorganisation, such as Devolution and Local Government Reorganisation (LGR)

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKD - North West (England)

Information about tenders

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Supplier

NETCALL TECHNOLOGY LIMITED

- Companies House: 02831215
- Public Procurement Organisation Number: PJCY-7652-TRVN

Suite 203, Bedford Heights Brickhill Drive

Bedford

MK41 7PH

United Kingdom

Email: bid.team@netcall.com

Website: <http://www.netcall.com>

Region: UKH24 - Bedford

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Connected people/organisations:

The Council are not aware of any connected people or organisations that are not

referenced in their Companies House submission.

Associated people/organisations:

The Council are not aware of any associated people or organisations that are not referenced in their Companies House submission.

Contract 1

Contracting authority

Lancashire County Council

- Public Procurement Organisation Number: PBBJ-2179-TNXM

PO Box 100, County Hall

Preston

PR1 0LD

United Kingdom

Email: digitalprocurement@lancashire.gov.uk

Region: UKD45 - Mid Lancashire

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

SOCIAL VALUE PORTAL LTD

Summary of their role in this procurement: Evaluation and ongoing contract management support for the social value deliverables under the future contract.

- Companies House: 09197997
- Public Procurement Organisation Number: PQHH-4489-TLZM

Tintagel House

London

SE1 7TY

United Kingdom

Email: sales@socialvalueportal.com

Region: UKI45 - Lambeth

Contact organisation

Contact Lancashire County Council for any enquiries.