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Contract

## **Contact Centre Delivery**

West Midlands Combined Authority

F03: Contract award notice

Notice identifier: 2025/S 000-048970

Procurement identifier (OCID): ocds-h6vhtk-05887d

Published 15 August 2025, 8:29am

## **Section I: Contracting authority**

### **I.1) Name and addresses**

West Midlands Combined Authority

16 Summer Lane

Birmingham

B193SD

#### **Email**

[katie.griffin@WMCA.org.uk](mailto:katie.griffin@WMCA.org.uk)

#### **Country**

United Kingdom

#### **Region code**

UKG31 - Birmingham

#### **Public Procurement Organisation Number**

PGMD-1353-PZVX

**Internet address(es)**

Main address

<https://www.wmca.org.uk/>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Contact Centre Delivery

**II.1.2) Main CPV code**

- 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

West Midlands Combined Authority has awarded a contract to 8X8 for the delivery of WMCA's Cloud Contact Centre Platform via the Gcloud 13 platform. The contract is to run from June 2025 - June 2026.

**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: £63,934.20

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

### **II.2.4) Description of the procurement**

Delivery of WMCA's Cloud Contact Centre Platform via the Gcloud 14 platform. The contract is run from June 2025 - June 2026.

### **II.2.5) Award criteria**

Price

### **II.2.11) Information about options**

Options: No

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## **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:

compliant call off via GCloud 14.

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

14 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**

8X8 UK Limited

Aylesbury

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

Companies House

05083841

The contractor is an SME

No

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

Total value of the contract/lot: £63,934.20

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

West Midlands Combined Authority

Birmingham

Country

United Kingdom