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Contract

Contact Centre Solution

NORTHUMBRIA HEALTHCARE FACILITIES MANAGEMENT LIMITED

F03: Contract award notice

Notice identifier: 2025/S 000-051235

Procurement identifier (OCID): ocds-h6vhtk-058db3

Published 26 August 2025, 12:22pm

Section I: Contracting authority

I.1) Name and addresses

NORTHUMBRIA HEALTHCARE FACILITIES MANAGEMENT LIMITED

Northumbria House Silver Fox Way

Newcastle Upon Tyne

NE270QJ

Contact

Paul Greenwood

Email

Paul.greenwood@northumbria-healthcare.nhs.uk

Telephone

+44 7747797572

Country

United Kingdom

Region code

UKC22 - Tyneside

Companies House

07913048

Internet address(es)

Main address

www.northumbria.nhs.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contact Centre Solution

Reference number

NH 2013

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

Contact Centre Solution for NHFM

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: £279,976

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)

- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Main site or place of performance

Northumberland

II.2.4) Description of the procurement

Contact Centre Solution - Liberty Cloud by Netcall Technology Ltd

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

2 x 12 months

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:

Supplier Continuity and VFM

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

NH 2013

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 August 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Netcall Technology Ltd

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

01812912

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: £279,976

Total value of the contract/lot: £279,976

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom

