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Contract

Residential Digital Front Door Platform

Lancashire County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055588

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

Published 10 September 2025, 5:09pm

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 non digital 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.
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Contract 1

Supplier

- NETCALL TECHNOLOGY LIMITED

Contract value

- £4,300,000 including VAT

Above the relevant threshold

Date signed

1 September 2025

Contract dates

- 1 September 2025 to 28 February 2029
- Possible extension to 29 February 2036
- 10 years, 6 months

Description of possible extension:

The initial Contract period will be three (3) years and six (6) 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 six (6) months.

Main procurement category

Goods

Options

The right to additional purchases while the contract is valid.

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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)

Key performance indicators

Name	Reporting frequency
Solution Availability	1 months
Integration to Liberty Create	1 months
Help Desk Response Times - Priority 1 and 2	1 months
Help Desk Response Times - Priority 3, 4 and 5	1 months

Name	Reporting frequency
Fix Times - Severity Level 1 Service Incidents	1 months
Fix Times - Severity Level 2 Service Incidents	1 months
Fix Times - Severity Level 3 Service Incidents	1 months
Fix Times - Severity Level 4 Service Incidents	1 months
NT18: Total amount (£) spent in local supply chain through the contract	3 months

Submission

Submission type

Tenders

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

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

Contract 1

Contracting authority

Lancashire County Council

- Public Procurement Organisation Number: PBBJ-2179-TNXM

PO Box 100, County Hall

Preston

PR1 0LD

United Kingdom

Contact name: James Bennett

Email: digitalprocurement@lancashire.gov.uk

Website: <http://www.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.