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Award

Professional Services for Oxfordshire County Council Contact Centre transition

Oxfordshire County Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057219

Procurement identifier (OCID): ocds-h6vhtk-059bff ([view related notices](#))

Published 17 September 2025, 10:32am

Scope

Reference

I-4762

Description

The Council is seeking to secure expert technical resource to help drive the implementation of new functionality within its Zoom contact centre.to a defined plan.

Contract 1. Professional Services Agreement

Supplier

- Acceleraate Limited

Contract value

- £60,000 excluding VAT
- £72,000 including VAT

Below the relevant threshold

Earliest date the contract will be signed

18 September 2025

Contract dates (estimated)

- 19 September 2025 to 11 March 2026
- 5 months, 23 days

Main procurement category

Services

CPV classifications

- 72590000 - Computer-related professional services

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Procedure type

Below threshold - without competition

Supplier

Acceleraate Limited

- Companies House: 14383406

129 Deansgate

Manchester

M3 3WR

United Kingdom

Email: james@acceleraate.com

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Professional Services Agreement

Contracting authority

Oxfordshire County Council

- Public Procurement Organisation Number: PZMW-8281-MHNM

Oxfordshire County Council

Oxford

OX1 1ND

United Kingdom

Contact name: Martin Hall

Telephone: +447889164706

Email: martin.hall@oxfordshire.gov.uk

Website: <http://www.oxfordshire.gov.uk>

Region: UKJ14 - Oxfordshire

Organisation type: Public authority - sub-central government