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Tender

## **Video and Contact Centre Audio Managed Service**

Cambridge City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062868

Procurement identifier (OCID): ocds-h6vhtk-05a989 ([view related notices](#))

Published 7 October 2025, 1:29pm

### **Scope**

### **Description**

Cambridge City Council is looking for a supplier to provide a managed service for video creation as well as audio services to support the customer service team which includes the below:

Designated & Experienced Account Management

Dedicated & Experienced Studio Help Desk

Highly Efficient turn-around of Orders

Professional Voice Artists

High Quality Recordings to Contact Centre Standards

Secure Delivery of Recordings via FTP

Guaranteed Voice Availability

Access to, and use of, non-copyright Music on Hold

Guaranteed Video creation credits for use across the duration of the contract

### **Total value (estimated)**

- £40,000 excluding VAT
- £48,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

continuation of services

### **Main procurement category**

Services

### **CPV classifications**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 79342300 - Customer services

## **Contract locations**

- UKH12 - Cambridgeshire CC
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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

28 October 2025, 4:00pm

### **Tender submission deadline**

3 November 2025, 12:00pm

### **Submission address and any special instructions**

<https://procontract.due-north.com/>

### **Tenders may be submitted electronically**

Yes

## **Award criteria**

Quality 40%

Price 60%

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## **Documents**

### **Associated tender documents**

<https://procontract.due-north.com/>

[Contact centre RfQ.docx](#)

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## **Contracting authority**

## **Cambridge City Council**

- Public Procurement Organisation Number: PCBT-6819-NDPJ

The Guildhall

Cambridge

CB2 1BY

United Kingdom

Email: [procurement@cambridge.gov.uk](mailto:procurement@cambridge.gov.uk)

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government