

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/062868-2025>

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

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%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

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

[Contact centre RfQ.docx](#)

Contracting authority

Cambridge City Council

- Public Procurement Organisation Number: PCBT-6819-NDPJ

The Guildhall

Cambridge

CB2 1BY

United Kingdom

Email: procurement@cambridge.gov.uk

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government