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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

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 < 3 working days with emergency turn around as required

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

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## **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