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Award

The Provision of Contact Centre Communications Software

Wales & West Utilities Limited

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064778

Procurement identifier (OCID): ocds-h6vhtk-04e7af ([view related notices](#))

Published 13 October 2025, 1:55pm

Scope

Reference

WWU1382

Description

Customer Contact Centre Communications Software Solution that has the capacity to integrate with an existing Customer Relationship Management Solution (CRM) and must be able to scale up rapidly to accommodate approximately 400 agents. WWU has approximately ninety-seven (97) customer facing contact centre agents working 8am-8pm Monday-Friday and 9am-2pm Saturday.

- 22 Contact Centre Agents.
- 15 Work Management Scheduling Agents.
- 60 Connections agents.

Essential criteria.

- Existing System without need for significant development.
- Proven Interoperability with SAP C/4 HANA.
- A solution that is already in use and proven to work effectively within another organisation.
- Software as a Service (SaaS) solution.
- Scalable to receive large volumes of calls at short notice.
- Scalability to approximately 400 users / agents.

Contract 1. Contact Centre Software

Supplier

- 8X8 UK LIMITED

Contract value

- £650,000 including VAT

Above the relevant threshold

Award decision date

18 September 2025

Date assessment summaries were sent to tenderers

22 September 2025

Standstill period

- End: 22 October 2025
- 8 working days

Earliest date the contract will be signed

31 October 2025

Contract dates (estimated)

- 31 October 2025 to 31 October 2029
- Possible extension to 31 October 2032
- 7 years, 1 day

Description of possible extension:

Option to extend by three (3) consecutive 12-month periods. These extensions shall be used if the requirements under the contract are being sufficiently performed.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL - Wales

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Supplier

8X8 UK LIMITED

- Companies House: 05083841
- Public Procurement Organisation Number: PQGX-8442-GGCM

Oxford House, Bell Business Park

Aylesbury

HP19 8JR

United Kingdom

Email: uk-bid@8x8.com

Website: <http://www.8x8.com>

Region: UKJ13 - Buckinghamshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Contact Centre Software

Contracting authority

Wales & West Utilities Limited

- Companies House: 05046791

- Public Procurement Organisation Number: PMVL-3238-DQDX

Wales & West House

Newport

NP10 8FZ

United Kingdom

Contact name: Peter Tune

Telephone: +447967844390

Email: wwuprocurement@wwutilities.co.uk

Website: <https://www.wwutilities.co.uk/>

Region: UKL21 - Monmouthshire and Newport

Organisation type: Private utility