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Award

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

Cambridge City Council

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

Notice identifier: 2025/S 000-074617

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

Published 18 November 2025, 9:40am

### **Scope**

### **Description**

Cambridge City Council is looking for a supplier to provide a managed service to support the Council's contact centre. Specifically, we require a supplier who can provide non-copyright hold music; employs professional voice artists; has studio recording resources and secure file transfer facilities.

The supplier should have demonstrable experience of where they have worked with Local Authorities to review and improve IVR routing, enhance customer journeys and increase customer satisfaction rates.

Additionally, the supplier should have the capability to, and experience of, creating instructional videos that can be shared with customers to solve a common problem, support them to create an account, or apply for a service.

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## **Contract 1. Cambridge City Council - Audio and Video Contact Centre Managed Service**

### **Supplier**

- PREMIER BUSINESS AUDIO LIMITED

### **Contract value**

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

Below the relevant threshold

### **Award decision date**

4 November 2025

### **Earliest date the contract will be signed**

24 November 2025

### **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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## **Information about tenders**

- 1 tender received
- 1 tender assessed in the final stage:
  - 1 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

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## **Procedure**

## Procedure type

Below threshold - open competition

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## Supplier

### **PREMIER BUSINESS AUDIO LIMITED**

- Companies House: 06329855
- Public Procurement Organisation Number: PWYG-7142-RPTX

Laverstoke Grange

Whitchurch

RG28 7PF

United Kingdom

Email: [accounts@premiercx.co.uk](mailto:accounts@premiercx.co.uk)

Website: <http://www.premiercx.co.uk>

Region: UKJ37 - North Hampshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Cambridge City Council - Audio and Video Contact Centre Managed Service

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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