

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/074752-2025>

Contract

SMBC and SHG Netcall Contact Centre Solution

Stockport Metropolitan Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-074752

Procurement identifier (OCID): ocds-h6vhtk-05e345

Published 18 November 2025, 1:02pm

Section I: Contracting authority

I.1) Name and addresses

Stockport Metropolitan Borough Council

Stopford House, Piccadilly

Stockport

SK13XE

Contact

Andrew Bottomley

Email

andrew.bottomley@star-procurement.gov.uk

Country

United Kingdom

Region code

UKD35 - Greater Manchester South East

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.stockport.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Other activity

IT Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SMBC and SHG Netcall Contact Centre Solution

Reference number

UID14869

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Procurement of a modern up to date contact centre solution that is suitable for both SMBC and SHG - shared solution.

Advanced self-serve and call diversion features, with AI capabilities.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £693,000

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKD3 - Greater Manchester

II.2.4) Description of the procurement

Procurement of a modern up to date contact centre solution that is suitable for both SMBC and SHG - shared solution.

Advanced self-serve and call diversion features, with AI capabilities.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Award of a contract without prior publication of a call for competition in the cases listed below

The procurement falls outside the scope of application of the regulations

Explanation:

Framework Call Off via NHS Shared Business Services Patient / Citizen Communication & Engagement Solutions Framework

Lot 1: Digital (online) communication

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

UID14869

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 November 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Suite 203, Bedford Heights Brickhill Drive

Bedford, Bedfordshire

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02831215

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £693,000

Total value of the contract/lot: £693,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

STAR Procurement

4th Floor, Waterside House, Waterside Plaza

Sale, Trafford

M33 7ZF

Country

United Kingdom