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Contract

## **009111 - ATN Customer and Debtor Automated Engagement Platform (2025)**

Newcastle City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-075996

Procurement identifier (OCID): ocds-h6vhtk-05e63b

Published 21 November 2025, 12:18pm

### **Scope**

### **Description**

Direct award, under threshold for 009111 - ATN Customer and Debtor Automated Engagement Platform (2025)

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### **Contract 1**

### **Supplier**

- VOICESCAPE LIMITED

### **Contract value**

- £55,456 excluding VAT
- £66,547 including VAT

Below the relevant threshold

### **Date signed**

4 July 2025

### **Contract dates**

- 5 July 2025 to 4 July 2026
- 1 year

### **Main procurement category**

Services

### **CPV classifications**

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UKC - North East (England)

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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

### VOICESCAPE LIMITED

- Companies House: 10440336
- Public Procurement Organisation Number: PVPP-8272-NWYR

Ice Building 4th Floor, Exchange Quay

Salford

M5 3ED

United Kingdom

Email: [sales@voicescape.com](mailto:sales@voicescape.com)

Website: <http://www.voicescape.com>

Region: UKD34 - Greater Manchester South West

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

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## Contracting authority

### Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

Newcastle Upon Tyne

NE1 8QH

United Kingdom

Email: [corporate.procurement.team@newcastle.gov.uk](mailto:corporate.procurement.team@newcastle.gov.uk)

Website: <https://www.newcastle.gov.uk/>

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government