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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)

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)

Procedure

Procedure type

Below threshold - without competition

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

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

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

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

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government