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Planning

Control Room Consoles

NORTH WEST AMBULANCE SERVICE NHS TRUST

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000075

Procurement identifier (OCID): ocds-h6vhtk-05fed3

Published 2 January 2026, 3:46pm

Scope

Description

This pre market engagement notice has been issued to engage with suppliers of control room centre consoles (desking solutions).

Control rooms are at the heart of operations for the Ambulance Services. These environments demand high performance, 24/7 concentration and absolute reliability

Furniture used in these spaces plays a crucial role in supporting operational comfort, focus and health

Planning a control room project isn't just about choosing furniture and placing screens, it is about creating a purpose-built environment that supports your team, meets industry standards and stays adaptable for the future

Operators spend long hours in the control room, especially in mission-critical environments. That's why ergonomic furniture is essential. Adjustable Consoles, comfortable seating and smart positioning of monitors all help reduce fatigue and boost concentration.

Control room furniture is not like standard office furniture. It needs to be strong, adaptable

and fit for purpose, especially in environments where downtime isn't an option.

NWAS Recommended Desk Specification for Control Room Consoles:

- Consoles / pods ergonomics and rise and fall Consoles should support the Trust responsibilities under the equalities act allowing them to meet the needs of staff fully
- 50% of desks as a minimum should be rise and fall
- Consoles should provide design to negate tangled wires, clutter. They should offer protective cable entry points which are hidden behind panels providing protection and access can be restricted to specialist IT colleagues as and when needed
- Screens should be positioned on dynamic arms and a rail which ensure no wobble, no distractions and the ability to quickly reconfigure layouts for shift work or multi-user setups.
- Pods should provide In-console power
- Termination boards within the end frame allowing supply power and data modules to be mounted behind a lift-off cover.
- Desktop power modules with limited amps can provide users the opportunity to charge their personal devices (i.e., mobile phones) without having to crawl under the desk and plug into the specific power for specialist equipment
- Correct arms positions the CRS screen for dispatcher at optimum positioning for operational use
- Running bar at back also has specific bracket for fixed mobiles to be positioned appropriately on dispatch consoles / pods.
- Equipment and cabling is contained within special housing, reducing clutter and improving the cosmetic set up of the room.
- A minimum desk standard of a minimum of 1600mm width and depth 1000 (to allow for future proofing) call handling and clinical and multi seat functionality.
- A minimum desk size of 1800 mm width and depth 1000mm will be required for dispatch and ROC
- Consoles / Pods should not be white (to avoid reflection issues with lighting) Polyray laminate finish (colour options to be available)

- Desk / consoles must prioritise operator comfort and productivity through features such as sit - stand functionality and optimised screen placement, for ergonomic excellence. A mix of sit-stand Consoles / pods as well as static height (minimum of 50%) - these should facilitate no impact to cabling of equipment when rising and ensure this is contained to avoid 'tangling'
- Consoles must be built for durability and accessibility and withstand the rigors of 24/7 operations; they should comply with Health and Safety and Visual Display regulations.
- Consoles should include features such as front and rear access for maintenance and optional pod separation for data and power management.
- Console arms should provide effortless adjustment and optimal screen positioning.
- Side panels, modesty panels should be provided on consoles as well as privacy panels (which can also act as acoustic softening)
- Floor grommets should be provided for cabling to desk (these should be in an ordered consistent position at each desk - to be determined by IT on desk confirmation) Consoles should provide separate 'fused' power sockets on desk for employee usage (double socket and USB/C)
- Each desk must be UPS backed and generator backed
- Dynamic monitor support system facilitating dynamic arm allowing rotate and adjustment of monitors up to 10kg with no tools
- Clean cable management, desk should provide functionalities for all cables to be neatly managed, flexible cable anaconda should be provided to keep leads in check at any desk height.
- Every cable tucked away out of sight, but always reachable when needed.
- Fabric screen should be provided in for of a partition which grants privacy and reduces background noise.
- Pod should be compliant with ergonomic standards and allows the maximising of space for the user all whilst providing.
 - o Ample provision for power and data modules. (minimum 8 power and 6 data)
 - o Keep cool, both you and your equipment are kept comfortable.
 - o Accommodate up to two workstation PCs.

- o Modesty panels for every posture
- o Available as a height adjustable and standard
- o Lowest seated worktop height is 650mm
- o 1200mm for standing
- o Raise to 1310mm for IT access
- o Adequate space for feet
- o Ergonomic standard EN527
- Pods should provide In-console power
- Termination boards within the end frame allowing supply power and data modules to be mounted behind a lift-off cover.

Contract dates (estimated)

- 1 June 2026 to 31 May 2030
- Possible extension to 31 May 2032
- 6 years

Main procurement category

Goods

CPV classifications

- 39121000 - Desks and tables
- 39130000 - Office furniture

- 39150000 - Miscellaneous furniture and equipment

Contract locations

- UKD - North West (England)

Engagement

Engagement deadline

19 January 2026

Engagement process description

The North West Ambulance Service (NWAS) is looking for suppliers who have a control room console (desk) solution.

NWAS is an Ambulance Trust providing Paramedic Emergency Services (PES) and non-emergency Patient Transport Services (PTS) and 111 Services to a population of seven million across an area of 5,400 square miles. The North West region covers the areas of Greater Manchester, Cheshire and Mersey, Lancashire and Cumbria. Our headquarters is based in Greater Manchester but we're spread all over the region with three emergency operations centres, three area offices, five NHS 111 sites, one support centre, two patient control rooms, two hazardous area response team (HART) buildings and more than 100 ambulance stations.

We are keen to hear from Suppliers with a solution for our control rooms. Please email Strategic Procurement with your company information. Please email relevant material and indicative costings before the deadline of 19 January 2026.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 April 2026

Contracting authority

NORTH WEST AMBULANCE SERVICE NHS TRUST

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- Public Procurement Organisation Number: PGTN-2617-YXZW

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