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Contract

## **Common CAD System**

Yorkshire Ambulance Service NHS Trust

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

Notice identifier: 2026/S 000-011903

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## **Scope**

## **Reference**

YAS 238 2024\_25

## **Description**

This contract will unify YAS's existing 999 and 111 CAD systems into a single interoperable platform, with the option to include Patient Transport Services (PTS) at a later stage.

The CAD system is critical to the safe, efficient, and legally compliant operation of emergency (999), urgent (111), and non-emergency (PTS) ambulance services. At present, these service lines operate on three different CAD platforms, and to deliver on key operational, clinical, and digital transformation priorities, YAS is moving to a Common CAD strategy that enables full interoperability across its service lines. After comprehensive internal governance reviews, strategic planning sessions, and market assessments, it has been determined that MIS Emergency Systems is the only viable supplier capable of delivering this requirement within acceptable timeframes, risk thresholds, and financial parameters.

## **Contract 2. YAS 238 2024\_25 Common CAD System**

### **Supplier**

- MIS Emergency Systems

### **Contract value**

- £3,539,665 excluding VAT
- £4,247,598 including VAT

Above the relevant threshold

### **Date signed**

16 January 2026

### **Contract dates**

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

2x 12 months from initial contract end date.

## Main procurement category

Services

## Options

The right to additional purchases while the contract is valid.

Option to include the PTS Service Line at a later date, within the contract term.

## CPV classifications

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

## Contract locations

- UK - United Kingdom

## Key performance indicators

Name	Description	Reporting frequency
Service Availability	The Contractor System, and/or the Services shall be Available when: End Users are able to access and utilise Key Functions of the Contractor System, and/or the Services; and the Contractor System is able to process the Authority Data .	3 months

Name	Description	Reporting frequency
Help Desk Incident Response Time	The Help Desk Response Time is measured from the point of receipt of the Incident or Service Request from the Authority and provision of an initial written Response (initial acknowledgement) to the Authority assigning of call reference and priority level (Severity Level).	3 months
Incident Status Updates	An Incident Status Update is an update of progress to the Resolution of a Service Incident provided by the Contractor to Authority and: 7.1.1 the first Incident Status Update is measured from the point of receipt of the Service Incident from the Authority and provision of an initial Incident Status Update; and 7.1.2 the final Incident Status Update is last Incident Status Update issued by the Contractor immediately prior to the Resolution of a Service Incident.	3 months

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

## **Procedure type**

Direct award

## **Direct award justification**

Single supplier - technical reasons

Procurement Justification

Continuity and Risk Mitigation

Changing the supplier of both the 999 and 111 systems simultaneously would introduce unacceptable levels of risk to mission-critical services. The 999 system is already supplied and maintained by MIS, and its stability is foundational to emergency service delivery. By extending the existing MIS platform to support 111, the Trust ensures service continuity, avoids disruption, and minimises clinical, operational, and regulatory risk.

System Interoperability and Technical Fit

The integration of 111 onto the existing MIS 999 CAD platform creates a shared infrastructure that enables real-time data exchange, improved visibility of ambulance capacity, and streamlined deployment of surge resources. MIS's familiarity with YAS's operational environment further reduces complexity and enhances resilience. This is essential to delivering the goals of YAS for a unified CAD environment.

Market Conditions and Supplier Capability

The UK ambulance CAD market is highly specialised and limited to a small number of credible providers with a product for all three service lines. MIS already supports the Trust's 999 system and is better positioned to deliver interoperability across service lines without introducing additional suppliers or integration burdens.

Cost of Change and Value for Money

Switching to a new supplier for both 999 and 111 services would require extensive transition work, staff retraining, data migration, and revalidation of system security—all of which would result in significant cost and resource impact. By extending MIS's existing platform, YAS benefits from economies of scale, consolidated support models, and reduced technical and operational overhead. Preliminary commercial discussions with

MIS confirm that pricing is competitive and consistent with other NHS ambulance CAD contracts (e.g., NIAS and Welsh Ambulance Service).

## Conclusion

YAS's decision to directly award this contract to MIS Emergency Systems is grounded in strong operational, financial, and strategic rationale. It ensures the delivery of a resilient, unified CAD platform that supports patient care, workforce efficiency, and digital innovation while minimising risk and maintaining service continuity.

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## Supplier

### **MIS Emergency Systems**

- Companies House: 04251449

Century House, Gadbrook Business Centre

Northwich

CW9 7TL

United Kingdom

Email: [esinfo@mis-es.com](mailto:esinfo@mis-es.com)

Website: <http://www.mis-es.com/>

Region: UKD63 - Cheshire West and Chester

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

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## Contracting authority

### Yorkshire Ambulance Service NHS Trust

- Public Procurement Organisation Number: PXHX-4264-BLQJ

Units 2 and 3, Trinity Business Park, Turner Way

Wakefield

WF2 8EE

United Kingdom

Contact name: Lateef Owolabi

Telephone: 07484939407

Email: [lateef.owolabi@nhs.net](mailto:lateef.owolabi@nhs.net)

Website: <https://www.yas.nhs.net>

Region: UKE45 - Wakefield

Organisation type: Public authority - central government