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Contract

## **Call Handling & Dispatch Message Service for the EDT - S484548**

Norfolk County Council

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

Notice identifier: 2025/S 000-028486

Procurement identifier (OCID): ocds-h6vhtk-0528e8

Published 29 May 2025, 2:37pm

### **Scope**

### **Reference**

PA00002701

### **Description**

For several years our emergency duty team have been using CalLEEAST to answer phones overnight but this contract needs renewing annually. It has come up for renewal and we are looking to renew the existing contract

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## **Contract 1**

### **Supplier**

- [East of England Ambulance NHS Trust](#)

### **Contract value**

- £35,460 excluding VAT
- £42,552 including VAT

Below the relevant threshold

### **Date signed**

31 March 2025

### **Contract dates**

- 1 April 2025 to 31 March 2026
- 1 year

### **Main procurement category**

Services

## **CPV classifications**

- 79512000 - Call centre

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## **Procedure**

### **Procedure type**

Below threshold - without competition

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## **Supplier**

### **East of England Ambulance NHS Trust**

Norwich Office, Hospital Lane, Hellesdon

Norwich

NR6 5NA

United Kingdom

Email: [debtors@eastamb.nhs.uk](mailto:debtors@eastamb.nhs.uk)

Region: UKH15 - Norwich and East Norfolk

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 1

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## **Contracting authority**

### **Norfolk County Council**

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: [sourcingteam@norfolk.gov.uk](mailto:sourcingteam@norfolk.gov.uk)

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government