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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 CalEEAST 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

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

Procedure

Procedure type

Below threshold - without competition

Supplier

East of England Ambulance NHS Trust

Norwich Office, Hospital Lane, Hellesdon

Norwich

NR6 5NA

United Kingdom

Email: 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

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

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government