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Award

## **BT Five9 Cloud Contact Centre**

CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031135

Procurement identifier (OCID): ocds-h6vhtk-0545ca ([view related notices](#))

Published 10 June 2025, 9:50am

### **Scope**

#### **Description**

Direct Award under Crown Commercial Services Framework - RM6116-BT-Lot4c-022-C

Year 1 - £216,000

Year 2 to Year 5 - £180,000 annually

Approx Lifetime Value - £950,000

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### **Contract 1**

## **Supplier**

- BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY

## **Contract value**

- £950,000 excluding VAT
- £1,140,000 including VAT

Below the relevant threshold

## **Earliest date the contract will be signed**

20 June 2025

## **Contract dates (estimated)**

- 27 June 2025 to 26 June 2030
- 5 years

## **Main procurement category**

Services

## **CPV classifications**

- 32412100 - Telecommunications network
- 72222300 - Information technology services

## **Contract locations**

- UKC - North East (England)
  - UKD - North West (England)
  - UKE - Yorkshire and the Humber
  - UKF - East Midlands (England)
  - UKG - West Midlands (England)
  - UKH - East of England
  - UKI - London
  - UKJ - South East (England)
  - UKK - South West (England)
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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Procedure**

### **Procedure type**

Below threshold - without competition

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## Supplier

### **BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY**

- Companies House: 01800000
- Public Procurement Organisation Number: PRYC-1538-TGMN

1 Braham Street

London

E1 8EE

United Kingdom

Email: [gemma.turtle@bt.com](mailto:gemma.turtle@bt.com)

Website: <http://www.bt.com>

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

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## Contracting authority

**CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST**

- NHS Organisation Data Service: RYV
- Public Procurement Organisation Number: PHQR-1485-BDJQ

Unit 7/8, Meadow Park, St. Ives

Cambridgeshire

PE27 4LG

United Kingdom

Email: [ccs.procurementteam@nhs.net](mailto:ccs.procurementteam@nhs.net)

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - central government