

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/031140-2025>

Award

## **BT Five9 Cloud Contact Centre**

CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-031140

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

Published 10 June 2025, 9:56am

## **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

---

## **Contract 1**

## **Supplier**

- British Telecommunications plc

## **Contract value**

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

Below the relevant threshold

## **Award decision date**

1 June 2025

## **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)

---

## **Procedure**

### **Procedure type**

Below threshold - without competition

### **Special regime**

Concession

---

## Supplier

### British Telecommunications plc

1 Braham Street

London

E1 8EE

United Kingdom

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

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

---

## 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