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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

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

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - central government