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Contract

Reference - BTNS302100 - BT Five9 Cloud Contact Centre

CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST

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

Notice identifier: 2025/S 000-034914

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

Published 25 June 2025, 9:22am

Scope

Reference

BTNS302100

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 - £1.1M

Contract 1

Supplier

- BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY

Contract value

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

Below the relevant threshold

Date signed

19 June 2025

Contract dates

- 19 June 2025 to 18 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 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

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

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