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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): ocids-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

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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

### **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)

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## **Procedure**

### **Procedure type**

Below threshold - without competition

### **Special regime**

Concession

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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