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Tender

Provision of a Command Dispatch System (CAD) 2025

South Central Ambulance Service NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-040542

Procurement identifier (OCID): ocds-h6vhtk-0544cb

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Scope

Description

A Computer-Aided Dispatch (CAD) System for South Central Ambulance Service and Isle of Wight Ambulance Service 999 Operations. The 999 Computer-Aided Dispatch system (999 CAD) is a software solution, which has links to a range of other healthcare systems, that manages the receipt of calls for urgent care from members of the public who dial 999, through triage to a suitable outcome, such as attendance by ambulance. South Central Ambulance Service Foundation Trust is looking to procure a Commercial Off The Shelf (COTS) Computer-Aided Dispatch (CAD) system for its 999 operations. The system will also be used by the Isle of Wight Ambulance Service, as a service recipient. The aim of the procurement is to:

- o Procure a comprehensive and intuitive system that allows users to easily input and access information and carry out their functions effectively e.g.: record patient details progress the triage pathways of a call ensure that, where relevant, a resource can be dispatched to the location provided by the caller and enable effective audits and investigations via a full audit trail and easy-to-access historical information.
- o Ensure continuing integration with other services and systems provided and used by the Authority e.g. transfers of callers and records to and from NHS 111 clinical applications used by

front line 999 crews for patient treatment. Ordnance Survey (OS), Terrafix, Personal Demographic Service (PDS) etc. The Contracting Authority proposes to enter into Contract(s) for a maximum period of 12 Years with the successful Tenderer(s). The initial contract term shall be 6 years with the potential for three, 2 year Contract extension periods by election of the Contracting Authority, on such notice and for such periods as is specified by the Contract. The Authority are hosting a virtual Tender Launch Presentation at 12:00 to 13:30 on Friday 20th June 2025 via MS Teams. Please email ben.jones@scas.nhs.uk to confirm your attendance and for the MSTeams invite. .

Total value (estimated)

- £11,520,000 excluding VAT
- £14,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 19 June 2026 to 18 June 2032
- Possible extension to 18 June 2038
- 12 years

Description of possible extension:

The potential for three, 2 year Contract extension periods by election of the Contracting Authority, on such notice and for such periods as is specified by the Contract.

Options

The right to additional purchases while the contract is valid.

The potential for three, 2 year Contract extension periods by election of the Contracting Authority, on such notice and for such periods as is specified by the Contract.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 48218000 - License management software package
- 85143000 - Ambulance services

Contract locations

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire
- UKJ3 - Hampshire and Isle of Wight
- UK - United Kingdom

Participation

Legal and financial capacity conditions of participation

As detailed within the Invitation To Tender Documentation

Technical ability conditions of participation

As detailed within the Invitation To Tender Documentation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

31 July 2025, 2:00pm

Tender submission deadline

7 August 2025, 2:00pm

Submission address and any special instructions

<https://health-family.force.com/s/Welcome> As detailed within the Invitation To Tender Documentation

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

21 November 2025

Award criteria

Name	Type
Price	Price
Quality	Quality

Weighting description

Quality - 70% (includes 10% Social Value) Price - 30%

Other information

Payment terms

4.1 In exchange for the Deliverables, the Supplier must invoice the Buyer for the Charges in the Award Form. 4.2 All Charges: 4.2.1 exclude VAT, which is payable on provision of a valid VAT invoice; and 4.2.2 include all costs connected with the Supply of Deliverables. 4.3 The Buyer must pay the Supplier the Charges 4.3.1 before the end of the period of thirty (30) days beginning with the day on which an invoice is received by the Buyer in respect of the sum; or 4.3.2 if later, by the date on which the payment falls due in accordance with the invoice, 4.3.3 subject to the invoice being verified by the Buyer as valid and undisputed; and 4.3.4 in cleared funds using the payment method and details stated in the invoice or in the Award Form. 4.4 A Supplier invoice is only valid if it: 4.4.1 includes the minimum required information set out in Section 68(9) of the Procurement Act 2023; 4.4.2 includes all appropriate references including this Contract reference number and other details reasonably requested by the Buyer; and 4.4.3 includes a detailed breakdown of Delivered Deliverables and Milestone(s) (if any). 4.5 Where any invoice does not conform to the Buyer's requirements set out in Clause 4.4, or the Buyer disputes the invoice, the Buyer shall notify the Supplier without undue delay. 4.6 The Buyer shall accept for processing any electronic invoice that complies with the Electronic Invoice Standard, provided that it is valid and undisputed. 4.7 Where any invoice does not conform to the Buyer's requirements set out in this Clause 4, the Buyer shall notify the Supplier without undue delay and the Supplier shall promptly issue a replacement invoice which shall comply with such requirements 4.8 The Buyer may retain or set-off payment of any amount owed to it by the Supplier under this Contract or any other agreement between the Supplier and the Buyer if notice and reasons are provided. 4.9 The Supplier must ensure that all Subcontractors are paid, in full,. 4.9.1 before the end of the period of thirty (30) days beginning with the day on which an invoice is received by the Supplier in respect of the sum; or 4.9.2 if later, by the date on which the payment falls due in accordance with the invoice subject to the invoice being verified by the Supplier as valid and undisputed. If this does not happen, the Buyer can publish the details of the late payment or non-payment 4.10 The Supplier has no right of set-off, counterclaim, discount or abatement unless they're ordered to do so by a court.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

N/A

Contracting authority

South Central Ambulance Service NHS Foundation Trust

- Public Procurement Organisation Number: PVXR-6533-XJPY

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Region: UKJ14 - Oxfordshire

Organisation type: Public authority - central government