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Award

Common CAD System

Yorkshire Ambulance Service NHS Trust

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

YAS 238 2024_25

Description

This is a UK-5 Transparency Notice, also known as Voluntary Ex Ante Transparency (VEAT) Notice, published to indicate that Yorkshire Ambulance Service NHS Trust (YAS) intends to award a contract for the provision of an integrated common Computer Aided Dispatch (CAD) solution to MIS Emergency Systems, using the Negotiated Procedure Without Prior Publication under Section 41 of the Procurement Act 2023. This contract will unify YAS's existing 999 and 111 CAD systems into a single interoperable platform, with the option to include Patient Transport Services (PTS) at a later stage.

The CAD system is critical to the safe, efficient, and legally compliant operation of emergency (999), urgent (111), and non-emergency (PTS) ambulance services. At present, these service lines operate on three different CAD platforms:

- 999: MIS Emergency Systems (via Softcat PLC)
- 111: Advanced Business Software and Solutions Ltd (Adastra)
- PTS: Cleric Computer Services

To deliver on key operational, clinical, and digital transformation priorities, YAS is progressing toward a Common CAD strategy that enables full interoperability across its service lines. After comprehensive internal governance reviews, strategic planning sessions, and market assessments, it has been determined that MIS Emergency Systems is the only viable supplier capable of delivering this requirement within acceptable timeframes, risk thresholds, and financial parameters.

Contract 1. YAS 238 2024_25 Common CAD System

Supplier

- MIS Emergency Systems

Contract value

- £4,932,949 excluding VAT
- £5,919,538.80 including VAT

Above the relevant threshold

Earliest date the contract will be signed

5 December 2025

Contract dates (estimated)

- 5 January 2026 to 4 January 2031
- Possible extension to 4 January 2033
- 7 years

Description of possible extension:

2x 12 months.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

There is an option to include the Patient Transport Service (PTS) CAD System at a later date other than the start date of the contract.

CPV classifications

- 48321100 - Computer-aided design (CAD) system
 - 48000000 - Software package and information systems
 - 72260000 - Software-related services
-

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

Continuity and Risk Mitigation

Changing the supplier of both the 999 and 111 systems simultaneously would introduce unacceptable levels of risk to mission-critical services. The 999 system is already supplied and maintained by MIS, and its stability is foundational to emergency service delivery. By extending the existing MIS platform to support 111, the Trust ensures service continuity, avoids disruption, and minimises clinical, operational, and regulatory risk.

System Interoperability and Technical Fit

The integration of 111 onto the existing MIS 999 CAD platform creates a shared infrastructure that enables real-time data exchange, improved visibility of ambulance capacity, and streamlined deployment of surge resources. MIS's familiarity with YAS's operational environment further reduces complexity and enhances resilience. This is essential to delivering the goals of the National Ambulance Architecture (NAA) for a unified CAD environment.

Market Conditions and Supplier Capability

The UK ambulance CAD market is highly specialised and limited to a small number of credible providers, principally MIS and Cleric. Market engagement, benchmarking, and reference reviews confirmed MIS's technical leadership and operational track record. Unlike Cleric, MIS already supports the Trust's 999 system and is better positioned to deliver interoperability across services without introducing additional suppliers or integration burdens.

Cost of Change and Value for Money

Switching to a new supplier for both 999 and 111 services would require extensive transition work, staff retraining, data migration, and revalidation of system security-all of which would result in significant cost and resource impact. By extending MIS's existing platform, YAS benefits from economies of scale, consolidated support models, and reduced technical overhead. Preliminary commercial discussions with MIS confirm that pricing is competitive and consistent with other NHS ambulance CAD contracts (e.g., NIAS and Welsh Ambulance Service).

Supplier

MIS Emergency Systems

- Companies House: 04251449

Charnwood House Gadbrook Business Centre

Cheshire

CW9 7UG

United Kingdom

Telephone: +44 (0)845 330 4425

Email: esinfo@mis-es.com

Website: <http://www.mis-es.com/>

Region: UKD63 - Cheshire West and Chester

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. YAS 238 2024_25 Common CAD System

Contracting authority

Yorkshire Ambulance Service NHS Trust

- Public Procurement Organisation Number: PXHX-4264-BLQJ

Units 2 and 3, Trinity Business Park, Turner Way

Wakefield

WF2 8EE

United Kingdom

Contact name: Lateef Owolabi

Telephone: 07484939407

Email: lateef.owolabi@nhs.net

Website: <https://www.yas.nhs.net>

Region: UKE45 - Wakefield

Organisation type: Public authority - central government

