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Contract

Inbound Routing Platform

West Midlands Ambulance Service University NHS FT

F03: Contract award notice

Notice identifier: 2025/S 000-081311

Procurement identifier (OCID): ocds-h6vhtk-05f266

Published 10 December 2025, 9:31am

Section I: Contracting authority

I.1) Name and addresses

West Midlands Ambulance Service University NHS FT

Trust HQ, Millennium Point, Waterfront Way,

Brierley Hill

DY51LX

Contact

Laura Johnson

Email

laura.johnson@wmas.nhs.uk

Country

United Kingdom

Region code

UKG36 - Dudley

NHS Organisation Data Service

RYA

Internet address(es)

Main address

www.wmas.nhs.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Inbound Routing Platform

Reference number

0714-25-W

II.1.2) Main CPV code

- 32524000 - Telecommunications system

II.1.3) Type of contract

Supplies

II.1.4) Short description

Inbound routing platform for calls

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £178,346

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Brierley Hill, West Midlands

II.2.4) Description of the procurement

inbound routing platform for calls

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 400

Quality criterion - Name: Price / Weighting: 600

Price - Weighting: 600

II.2.11) Information about options

Options: Yes

Description of options

up to 24 months in 2 x 12 monthly increments

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The procurement was published as a further competition process using the CCS FW RM6116 lot 4b inbound telephony service.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 December 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Vodafone in Health

Newbury

Berkshire

RG14 2 FN

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

01471587

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £178,346

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

West Midlands Ambulance Service University NHS FT

Trust HQ, Millennium Point, Waterfront Way,

Brierley Hill

DY5 1LX

Country

United Kingdom