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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](mailto: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](http://www.wmas.nhs.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

Health

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## **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

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## **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

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## **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

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## **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