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Contract

## **Waiver - ROH - Topdesk UK Ltd - 1500I Incident Management**

The Royal Orthopaedic Hospital NHS Foundation Trust

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-085516

Procurement identifier (OCID): ocds-h6vhtk-05fbd4

Published 22 December 2025, 3:38pm

### **Scope**

### **Description**

This service relates to the Incident Management software by Topdesk UK Ltd

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## **Contract 1. Waiver - ROH - Topdesk UK Ltd - 1500I Incident Management**

### **Supplier**

- [TOPDESK UK LTD](#)

### **Contract value**

- £16,634.75 excluding VAT
- £19,961.70 including VAT

Below the relevant threshold

### **Date signed**

3 November 2025

### **Contract dates**

- 4 November 2025 to 3 November 2026
- 1 year

### **Main procurement category**

Services

### **CPV classifications**

- 72212517 - IT software development services

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### **Procedure**

## Procedure type

Below threshold - without competition

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## Supplier

### TOPDESK UK LTD

- Companies House: 05396062

5 Elstree Gate, Elstree Way, Borehamwood Hertfordshire WD6 1JD

Hertfordshire

WD6 1JD

United Kingdom

Email: [info@topdesk.co.uk](mailto:info@topdesk.co.uk)

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Waiver - ROH - Topdesk UK Ltd - 1500I Incident Management

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## Contracting authority

## **The Royal Orthopaedic Hospital NHS Foundation Trust**

- Public Procurement Organisation Number: PXBY-9749-ZCLX

Bristol Road South

Birmingham

B31 2AP

United Kingdom

Contact name: melisa charlesagwu

Email: [bsolcategoryteams@uhb.nhs.uk](mailto:bsolcategoryteams@uhb.nhs.uk)

Website: <https://www.uhb.nhs.uk/>

Region: UKG31 - Birmingham

Organisation type: Public authority - central government

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## **Other organisation**

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

## **University Hospitals Birmingham NHS Foundation Trust**

Summary of their role in this procurement: University Hospitals Birmingham NHS Foundation Trust host the Birmingham and Solihull (BSOL) Procurement Collaborative, a shared procurement service acting on behalf of multiple Trusts within the Birmingham and Solihull Integrated Care System.

- Public Procurement Organisation Number: PWVL-6877-BXXV

Mindelsohn Way

Birmingham

B15 2WB

United Kingdom

Contact name: melisa charlesagwu

Email: [bsolcategoryteams@uhb.nhs.uk](mailto:bsolcategoryteams@uhb.nhs.uk)

Website: <https://www.uhb.nhs.uk/>

Region: UKG31 - Birmingham

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## Contact organisation

Contact [The Royal Orthopaedic Hospital NHS Foundation Trust](#) for any enquiries.