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Contract

Framework Agreement for Patient & Healthcare Communications & Related IT Services

NHS Commercial Solutions

F20: Modification notice

Notice identifier: 2025/S 000-001967

Procurement identifier (OCID): ocids-h6vhtk-02ada0

Published 21 January 2025, 9:19am

Section I: Contracting authority/entity

I.1) Name and addresses

NHS Commercial Solutions

The Atrium. Curtis Road.

Dorking

Email

monjur.elahi@nhs.net

Telephone

+44 1306646822

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.commercialsolutions-sec.nhs.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Framework Agreement for Patient & Healthcare Communications & Related IT Services

Reference number

4909-3327

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

This is an existing Framework Agreement enabling access to a range of pre-tendered professional services to deliver Patient and Healthcare Communications Services.

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package
- 48515000 - Video conferencing software package
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

The scope of services is as follows:

Lot 1: Patient Messaging Services

Lot 2: Medical Messaging Application (Pager Replacement)

Lot 3: Kiosk Display (Digital Signage)

Lot 4: Patient Check-In Management System

Lot 5: Patient-Friendly App Development

Lot 7: Video Conferencing System

Lot 10: Bespoke Services

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

25 February 2021

End date

25 August 2025

In the case of framework agreements, provide justification for any duration exceeding 4 years

The Framework Agreement is proposed to be extended for a 6 (six) months period which was originally scheduled to be re-tendered in October 2024 under Procurement Act 2023. Due to the delay in Procurement Act 2023 coming into effect, the Authority intends extend this Framework Agreement for a further period of 6 months. Re-tender is planned to be starting from end of February 2025.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-009775](#)

Section V. Award of contract/concession

Contract No

4909-3327

Title

Framework Agreement for Patient & Healthcare Communications & Related IT Services

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

25 February 2021

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

Barrier Networks

272 Bath Street

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

BTS Holdings plc

69-73 Manor Road

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

ICNH Ltd trading as DrDoctor

123a Maidenhead Road

Windsor, Barkshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08149394

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Exponential-e Limited

100 Leman St

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Healthcare Communications UK Ltd T/A IMIMobile Europe Ltd

Stewart House, Royal Court, Brook Street

Macclesfield Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04084131

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Hill-Rom Ltd T/A Hillrom

Clinitron House, Excelsior Road

Leicestershire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2250372

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Hospital Services Limited

2 Wild Flower Way, Adelaide Industrial Estate

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

5th Floor, Metro Building, Trafford Road, Salford Quays

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Intouch with Health Ltd

Unit 3, Querns Business Centre, Whitworth Road

Gloucestershire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

3758749

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Multitone Electronics plc

Shortwood Copse Lane, Kempshott

Hampshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

256314

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Netcall Technology Limited

1st Floor, Building 2 Peoplebuilding Estate, Maylands Avenue

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Softcat plc

Fieldhouse Lane

Marlow Bucks

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02174990

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Stanley Security Solutions Ltd

Stanley House, Bramble Road

Swindon, Wiltshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

181585

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Visionable Ltd

3 Dean Trench Street

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09787096

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

ZIVVER B.V.

Hanrathsingel 20

Laren, Noord-Holland

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

11931745

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £705,000,000

Section VI. Complementary information

VI.3) Additional information

This is an existing Framework Agreement enabling access to a range of pre-tendered professional services to deliver Patient and Healthcare Communications Services.

The scope of services is as follows:

Lot 1: Patient Messaging Services

Lot 2: Medical Messaging Application (Pager Replacement)

Lot 3: Kiosk Display (Digital Signage)

Lot 4: Patient Check-In Management System

Lot 5: Patient-Friendly App Development

Lot 7: Video Conferencing System

Lot 10: Bespoke Services

The current Framework Agreement expiry date is 25 February 2025.

The Framework Agreement is proposed to be extended for a 6 (six) months period which was originally scheduled to be re-tendered in October 2024 under Procurement Act 2023. Due to the delay in Procurement Act 2023 coming into effect, the Authority intends extend this Framework Agreement for a further period of 6 months. Re-tender is planned to be starting from end of February 2025.

VI.4) Procedures for review

VI.4.1) Review body

Surrey and Borders Partnership NHS Foundation Trust on behalf of NHS Commercial Solutions

Leatherhead

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

VII.1.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package
- 48515000 - Video conferencing software package
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
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VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

The scope of services is as follows:

Lot 1: Patient Messaging Services

Lot 2: Medical Messaging Application (Pager Replacement)

Lot 3: Kiosk Display (Digital Signage)

Lot 4: Patient Check-In Management System

Lot 5: Patient-Friendly App Development

Lot 7: Video Conferencing System

Lot 10: Bespoke Services

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Start date

25 February 2021

End date

25 August 2025

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The Framework Agreement is proposed to be extended for a 6 (six) months period which was originally scheduled to be re-tendered in October 2024 under Procurement Act 2023. Due to the delay in Procurement Act 2023 coming into effect, the Authority intends extend this Framework Agreement for a further period of 6 months. Re-tender is planned to start from end of Feb 25.

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£705,000,000

VII.1.7) Name and address of the contractor/concessionaire

Barrier Networks

272 Bath Street

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor/concessionaire is an SME

Yes

VII.1.7) Name and address of the contractor/concessionaire

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Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

11931745

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The Framework Agreement is proposed to be extended for a 6 (six) months period which was originally scheduled to be re-tendered in October 2024 under Procurement Act 2023. Due to the delay in Procurement Act 2023 coming into effect, the Authority intends extend this Framework Agreement for a further period of 6 months. Re-tender is planned to be starting from end of February 2025.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The Framework Agreement is proposed to be extended for a 6 (six) months period which was originally scheduled to be re-tendered in October 2024 under Procurement Act 2023. Due to the delay in Procurement Act 2023 coming into effect, the Authority intends extend this Framework Agreement for a further period of 6 months. Re-tender is planned to be starting from end of February 2025.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract

modifications, price adaptations and average inflation)

Value excluding VAT: £705,000,000

Total contract value after the modifications

Value excluding VAT: £705,000,000