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Planning

## **NHS Urgent & Emergency Care (UEC) Managed Telephony Services**

NHS England

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-014178

Procurement identifier (OCID): ocds-h6vhtk-0655b6

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### **Scope**

### **Reference**

C416100

### **Description**

NHS England is undertaking preliminary market engagement to inform the potential development of a future procurement for NHS 111, 119 and 999 National Managed Telephony Infrastructure Services pending a procurement for the required and related services, anticipated to be conducted during 2027/28.

For the purposes of the engagement, the services are separated into the following Lots.

Lot A – Hosting and Routing

Hosting and intelligent routing of NHS 111 calls to Integrated.

Urgent Care providers based on location across the NHS in England including Devolved

Administrations and Crown Dependency organisations as required.

Hosting of the National Pandemic Flu Service (NPFS).

Hosting and intelligent routing of NHS 119.

Automation of 111 and 119 call flows via Natural Language Processing.

Video Consolation.

British Sign Language (BSL) interpreting services.

Lot B – Contact Centre as a Service (CCaaS) - Cloud Services

A single virtual contact centre for 111.

Transiting / routing 999 calls and collecting real time data from local ambulance services to render on a dashboard and inform to inform automated routing decisions.

Telephone infrastructure services for several NHS Providers.

Participation in this preliminary market engagement is voluntary and non binding, not a commitment to procure, not part of any formal evaluation and not a condition of participation in any future procurement.

No supplier will be advantaged or disadvantaged by choosing to participate or not participate.

Any future procurement (if progressed) will be conducted in line with applicable public procurement legislation.

The estimated contract dates are not defined at this stage, therefore the dates indicated in the Notice are for illustrative purposes only.

### **Contract dates (estimated)**

- 1 January 2029 to 31 December 2033
- 5 years

## **Main procurement category**

Services

## **CPV classifications**

- 64200000 - Telecommunications services
- 32571000 - Communications infrastructure
- 50334110 - Telephone network maintenance services
- 32412000 - Communications network
- 64210000 - Telephone and data transmission services
- 64215000 - IP telephone services
- 32412100 - Telecommunications network
- 32424000 - Network infrastructure

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## **Engagement**

### **Engagement deadline**

10 March 2026

### **Engagement process description**

The intended engagement aims to inform the market on the scope of service requirements including potential delivery and commercial models, key risks, constraints, and to explore available solutions, innovation and social value offerings available in the market.

The market engagement will be undertaken through a single or series of multi-supplier engagement session and potential follow-up Request For Information (RFI) process.

The information gathered will be used to support internal planning and decision making.

To engage in the intended market engagement proposed for the 14th May 2026 in London, you are required to submit your interest and suitability via the NHS England's e-Tendering portal, Atamis by the closing date, following which NHS England will contact engaged parties directly with further details.

The project on which to register can be found on Atamis by searching for C416100 Market Engagement - NHS 111 NHS Managed Services Telephony Infrastructure. To register on the NHS England's e-Tendering portal and to access this opportunity, please go to <https://health-family.force.com/s/Welcome>. You can then search for the opportunity and access any further information.

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## Contracting authority

### NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

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United Kingdom

Email: [alison.petrie4@nhs.net](mailto:alison.petrie4@nhs.net)

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government