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Planning

## **Cloud Contact Centre**

United Lincolnshire Hospitals NHS Trust

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-015563

Procurement identifier (OCID): ocds-h6vhtk-02c43d

Published 6 July 2021, 1:58pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

United Lincolnshire Hospitals NHS Trust

Beech House, Waterside South

Lincoln

LN5 7JH

#### **Contact**

Miss Lucy Reed

#### **Email**

[lucy.reed@ulh.nhs.uk](mailto:lucy.reed@ulh.nhs.uk)

#### **Telephone**

+44 1522307406

#### **Country**

United Kingdom

**NUTS code**

UKF3 - Lincolnshire

**Internet address(es)**

Main address

<http://www.ulh.nhs.uk/>

Buyer's address

<http://www.ulh.nhs.uk/>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Cloud Contact Centre

Reference number

DN554863

### **II.1.2) Main CPV code**

- 32000000 - Radio, television, communication, telecommunication and related equipment

### **II.1.3) Type of contract**

Supplies

### **II.1.4) Short description**

Lincolnshire Partnership NHS Foundation Trust is seeking to procure a cloud-based contact centre system that should offer all the core functionality of internal and external calling, desk phone, softphone and other device calling, easily configurable call flow options, voicemail, dynamic scaling up of users, call recording and reporting. Additionally, it should support integration to other systems, have good resiliency options and be able to support omnichannel.

Currently the Trust is looking to approach the market only to inform requirements and so do not yet have any detailed information or user numbers defined, we may also work with the wider Lincolnshire system if there is interest.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKF3 - Lincolnshire

### **II.2.4) Description of the procurement**

Lincolnshire Partnership NHS Foundation Trust is seeking to procure a cloud-based contact centre system that should offer all the core functionality of internal and external calling, desk phone, softphone and other device calling, easily configurable call flow options, voicemail, dynamic scaling up of users, call recording and reporting. Additionally, it should support integration to other systems, have good resiliency options and be able to support omnichannel.

## **II.3) Estimated date of publication of contract notice**

1 November 2021

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes