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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): ocids-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

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

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

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