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Tender

## **Cloud Contact Centre**

Lincolnshire Partnership NHS Foundation Trust

F02: Contract notice

Notice identifier: 2021/S 000-015571

Procurement identifier (OCID): ocds-h6vhtk-02c445

Published 6 July 2021, 2:51pm

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

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

Lincolnshire Partnership NHS Foundation 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.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Opportunities>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

**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**

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

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

Services

#### **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.1.5) Estimated total value**

Value excluding VAT: £60,000

#### **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.

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.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

4 April 2022

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

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

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## **Section IV. Procedure**

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

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 August 2021

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

9 August 2021

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS England

London

Country

United Kingdom