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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

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

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

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

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