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Planning

Enhanced Cloud Services to support Unified Communications

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-017333

Procurement identifier (OCID): ocds-h6vhtk-03d76f

Published 19 June 2023, 1:32pm

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency (more commonly known as NHS National Services Scotland) ("NSS")

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

Ope Ore

Email

ope.ore@nhs.scot

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

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

Enhanced Cloud Services to support Unified Communications

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

NHS National Services Scotland (NSS) has a need to build on its existing Unified Communications (UC) service currently delivered through multiple disparate channels.

The intention is to supplement and enhance NSS's existing investment in UC tools to provide a joined-up, cloud-focused, platform that allows NSS to develop, and efficiently build, multi-channel communication services to support the Health Service in Scotland.

This exercise is being carried out in advance of any formal procurement process. It is not a pre-qualification or tendering exercise. The results of this exercise will be used to inform NSS decision-making process in respect of the implementation of a solution and may or may not result in a future procurement exercise.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

NSS is exploring the options for the possible procurement of enhanced UC services.

NHS National Services Scotland (NSS) has a need to build on its existing Unified Communications (UC) service currently delivered through multiple disparate channels.

The intention is to supplement and enhance NSS's existing investment in UC tools to provide a joined-up, cloud-focused, platform that allows NSS to develop, and efficiently build, multi-channel communication services to support the Health Service in Scotland.

NSS's current core platform consists of:

- Microsoft 365 – full suite with extensive use of Microsoft Teams
- Avaya Aura 8 IP PBX, virtualised on-premise in NSS managed Data Centres, with SIP Trunking
- Mobile Device Telephony provided by EE National framework (smartphones and tablets)
- Teams Conferencing
- ServiceNow, for Service and CRM integration

This platform is supplemented by an 8x8 Virtual Office and Contact Centre which is being used on a temporary basis to support the Scottish Government Vaccination Programme.

The objective of this exercise is to obtain up-to-date information and feedback from the market in order to:

- understand market capabilities and solutions in relation to the functionality required; and
- provide NSS with indicative costs associated with the implementation and ongoing support of a suitable solution

II.2.14) Additional information

Interested suppliers can download the questionnaire attached to this notice. Please follow the instructions in the document.

II.3) Estimated date of publication of contract notice

2 October 2023

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

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=735844.

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