

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018452-2024>

Tender

NHS Western Isles Unified Communications Solution

NHS Western Isles

F02: Contract notice

Notice identifier: 2024/S 000-018452

Procurement identifier (OCID): ocids-h6vhtk-047009

Published 14 June 2024, 12:40pm

The closing date and time has been changed to:

22 July 2024, 5:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

NHS Western Isles

37 South Beach Street, Stornoway

Isle of Lewis

HS1 2BB

Contact

Adrian Trevor

Email

adrian.trevor@nhs.scot

Telephone

+44 1851708154

Fax

+44 1851704405

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.wihb.scot.nhs.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00090

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publiccontractsscotland.gov.uk/>

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

NHS Western Isles Unified Communications Solution

Reference number

WDT24

II.1.2) Main CPV code

- 32524000 - Telecommunications system

II.1.3) Type of contract

Supplies

II.1.4) Short description

The requirement is for a fully cloud based unified communications system to replace the current analogue telephony network and switch board.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM64 - Na h-Eileanan Siar (Western Isles)

Main site or place of performance

Hospitals and NHS premises throughout The Western Isles of Scotland. Focused in Western Isles Hospital - Stornoway.

II.2.4) Description of the procurement

The requirement is for a cloud based communications solution to replace the current analogue telephony network and obsolete switchboard / reception console. We are also interested in integration with other current and future digital services such as Microsoft Teams, Electronic patient records, Virtual reception and FAQ.

II.2.5) Award criteria

Quality criterion - Name: Product Quality & Service Elements / Weighting: 50

Price - Weighting: 50

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2 opportunities for extensions of 12 months - making a total of 60 months before re-tender

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Prices for additional catalogue items and add-on services not specified in the tender may be submitted as part of the response.

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Contained with in tender documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

Originally published as:

Date

15 July 2024

Local time

5:00pm

Changed to:

Date

22 July 2024

Local time

5:00pm

See the [change notice](#).

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

16 July 2024

Local time

12:00pm

Place

Western Isles Hopsital

Information about authorised persons and opening procedure

Tender Postbox will be unlocked by Procurement Department and distributed to the evaluation panel

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This will be an ongoing requirement re-tendered every 3-5 years

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Re-sellers of other vendors solutions should be able to demonstrate significant added value to the original product.

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=769534.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:769534)

VI.4) Procedures for review

VI.4.1) Review body

Stornoway Sherrif Court

9 Lewis Street

Stornoway

HS1 2 JF

Telephone

+44 1851702231

Country

United Kingdom