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Planning

## **Patient Healthcare Communications and Related IT Services Framework**

NHS Commercial Solutions

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-024636

Procurement identifier (OCID): ocds-h6vhtk-051d1b ([view related notices](#))

Published 22 May 2025, 11:40am

### **Scope**

### **Reference**

C355953

### **Description**

The Patient and Healthcare Communications and Related IT Services project will encompass a suite of services which will help health-care suppliers deliver improved and modern care for patients in a post Covid-19 world. Amongst others, it will ensure commitment to delivering modern, efficient, and patient-centered care in a digital age. This is a replacement for the current NHSE 'Endorsed' framework. NHS in its long-term plan, has committed to a digital transformation agenda, aiming to leverage technology to enhance efficiency, improve patient experience, and deliver more personalised care. The UK Government mandates all digital services and IT systems used by the NHS to meet a clear set of open standards. Thus any system which does not meet these standards will be phased out. This is a replacement of the existing NHS England endorsed FWA accredited by 'NHS Framework Strategy Recommendation' programme.

## **Commercial tool**

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

## **Total value (estimated)**

- £1,400,000,000 excluding VAT
- £1,680,000,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 2 December 2025 to 1 December 2033
- 8 years

## **Options**

The right to additional purchases while the contract is valid.

Once every 3 years. Expected life of the FWA 8 years, 3+3+2 years' breaks. Due to changing marketing dynamics and new entrants with value added technologies, the market offerings are expected to develop rapidly and to allow such changes and not limiting the market, the FWA is proposed to be for 8 years period.

## **Main procurement category**

Services

## **Contract locations**

- UK - United Kingdom
- UKC - North East (England)
- UKD - North West (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales
- UKL1 - West Wales and the Valleys
- UKL14 - South West Wales
- UKL2 - East Wales
- UKM - Scotland
- UKM5 - North Eastern Scotland
- UKM7 - Eastern Scotland
- UKM8 - West Central Scotland
- UKM9 - Southern Scotland
- UKM91 - Scottish Borders
- UKN - Northern Ireland
- UKN0 - Northern Ireland

## **Lot constraints**

Description of how multiple lots may be awarded:

No limits on suppliers in applying for lots

### **Not the same for all lots**

CPV classifications are shown in Lot sections, because they are not the same for all lots.

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## **Lot 1. Patient Messaging Services**

### **Description**

This lot follows on from the success of the NHS CS Patient Messaging Services Framework Agreement. Patient Messaging Services will be a service to provide Contracting Authorities with a means of sending 2-way messages for appointment reminders, and medical test results. The service will include but not be limited to Voice calls; Mobile data connectivity; Mobile e-mail; Mobile data applications; Mobile Device Management; Video services including the administration of mobile devices, such as smartphones, tablets and laptops when linked to the corporate network. Additionally Appointment Reminders: Send automated reminders for upcoming appointments to reduce no-show rates. Medication Alerts: Remind patients to take their medications on time. Test Results Notifications: Inform patients when their test results are ready and provide instructions on how to access them. Health Campaigns: Share important health information, such as vaccination reminders or public health announcements. Patient Feedback: Collect feedback from patients through surveys and questionnaires. Emergency Alerts: Quickly disseminate critical information in case of emergencies. Secure Messaging: Ensure that all communications are secure and compliant with healthcare regulations.

## Lot value (estimated)

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

## CPV classifications

- 64000000 - Postal and telecommunications services

## Same for all lots

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## Lot lot 10. Lone Worker Safety & Kits

### Description

This lot will provide a structured and comprehensive approach to ensure the safety of lone workers. This service includes but not limited to: Personal Safety Devices: Lone workers can carry personal safety devices like alarms, panic buttons, and GPS-enabled devices. These devices can send alerts and location data to a monitoring centre in case of an emergency. GPS Tracking: to allow employers to monitor the real-time location of lone workers. This helps in quickly locating them if they need assistance. Check-In Systems: Regular check-in systems require lone workers to confirm their safety at scheduled intervals. If they fail to check-in, an alert is triggered. Mobile Apps: The mobile apps will need to integrate safety features like SOS alerts, check-ins, and real-time location tracking. Can also include a Safe Pro 4G lone worker device. Vehicle Tracking Systems: GPS tracking systems for vehicles used by lone workers. This ensures that vehicles can be located and monitored for safety. 24/7 Monitoring: A round-the-clock monitoring services to respond to alerts and emergencies promptly. Training and Support: Training programs for lone workers on how to use safety devices and respond to emergencies. Custom Solutions: bespoke solutions tailored to the specific needs of the organization and the lone workers Asset Tracking: Equipment and tools used by lone workers can also be

tracked using GPS or RFID tags to prevent loss or theft.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 71317200 - Health and safety services

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 11. Streamlined Patient Pathways/flow**

### **Description**

This framework will put more emphasis on the urgent care of the patients. This lot will provide a structured and comprehensive approach to ensure streamlined patient flow. This service includes but not limited to All Provider Visibility, A live operational management platform that provides instant visibility of whole-system data, supporting command centre utilisation, improved patient flow, and enhanced system performance. Admission Avoidance, Guide patients to the most appropriate care settings, to prevent overcrowding in emergency departments, promote efficient use of healthcare resources, and ensure timely access to care, thereby minimizing avoidable admissions. Front Door Triage, Streamline patient assessments and connect them to the most appropriate care pathways, facilitating rapid referrals and improving resource allocation Bed Management: real-time solution to plan and resource clinical services to match fluctuations in patient

flow, with patient tracking lists to monitor patient journeys from any point of entry through to discharge. Discharge Management, A clinical decision support solution that streamlines discharge management by providing real-time clinical criteria, assessments to identify patients ready, for discharge or transition to alternative care settings. Onward Care Referrals, reduce delays and ensure continuity of care by connecting healthcare providers with the most appropriate post-acute or community care options, helping to improve patient outcomes during transitions between care settings Reporting and Analytics, Data-driven interactive reporting for greater understanding of operational efficiency and to support continuous improvement.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 85000000 - Health and social work services

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 12. Artificial Intelligence-enabled Digital Care systems**

### **Description**

The NHS is actively exploring and implementing Artificial Intelligence (AI)-enabled GP Digital Triage systems as part of its broader strategy to improve efficiency, patient access, and the quality of care within primary care. A significant driver for adopting AI in triage is

to manage the increasing demand on GP services, reduce administrative burdens on practice staff, and alleviate issues like the "8 am rush" for appointments. AI-powered systems are seen as a way to streamline patient inquiries and prioritize them based on clinical urgency. This service includes but not limited to: Symptom Checking and Analysis, The system should allow patients to input their symptoms through text, voice, or structured questionnaires. The AI algorithms should analyze the input, identifying keywords, patterns, and potential medical conditions based on a vast medical knowledge base. The system can ask clarifying questions to gather more specific information, mimicking a human triage process. Risk Stratification and Urgency Assessment, Based on the symptom analysis, patient demographics (age, sex), and potentially their medical history (if integrated with EHRs- Electronic Health Records.), the AI assesses the urgency and severity of the patient's condition. The system It can categorize patients into different risk levels (e.g., high, medium, low) to prioritize those needing more immediate attention. Signposting and Navigation , Directing patients to the most appropriate healthcare pathway based on the triage outcome. This could include Self-care advice, NHS 111 guidance, GP appointment booking, Referral guidance, Emergency department recommendation.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 48000000 - Software package and information systems

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 13. Bespoke Services**

## **Description**

This Lot will include a multi-functional lot that may comprise any of the services in Lot 1, Lot 2, Lot 3, Lot 4, Lot 5, and Lot 6, Lot 7, Lot 8, Lot 9, Lot 10, lot 11 and Lot 12 or as may be specified by a Client.

## **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

## **CPV classifications**

- 71317200 - Health and safety services

## **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 2. Medical Messaging Application (Pager Replacement)**

### **Description**

As mentioned briefly above, this lot will be a service that replaces existing NHS pagers and replace them with a secure platform that will allow healthcare professionals to communicate with each other via mobile devices, or via a desktop based application. The service will include but not be limited to – • Voice calls; • SMS; • Voicemail services; • Mobile data connectivity; • Mobile e-mail services; • Mobile data applications; • Mobile Devices Management; including the administration of mobile devices; such as

smartphones, tablets and laptops when linked to corporate network.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 32000000 - Radio, television, communication, telecommunication and related equipment

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 3. Kiosk Display (Digital Signage)**

### **Description**

This lot will provide a secured on-site platform to display or projection relevant and approved information from the Trusts/Hospitals for the use of all users including Patients, Staff and Visitors. The service includes and not limited to: Wayfinding Kiosks: Interactive maps and directions to help patients and visitors navigate the facility easily. Waiting Room Displays: Share health tips, news, and entertainment to make wait times feel shorter and more pleasant. Staff Communication Boards: Display real-time shift information, corporate announcements, and emergency alerts. Patient Education Screens: Provide valuable health information and education in patient rooms or common areas. Queue Management Systems: Streamline the patient check-in process and reduce perceived wait times with real-time updates on queue status and doctor availability. Digital Menu Boards: Improve food service efficiency by displaying real-time menus and promotions. Emergency Alert

Displays: Quickly disseminate critical information in case of an emergency

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 30200000 - Computer equipment and supplies

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 4. Patient Check-In and Queue Management System**

### **Description**

This lot will be a service that will provide a secured platform for all patients to confirm their check-in for all pre-booked appointments engagements. The service includes and not limited to: Self-Service Kiosks: Patients can check themselves in using interactive kiosks, reducing wait times and freeing up staff for other tasks. Mobile Check-In: Patients can check in remotely via a mobile app, allowing them to wait outside or in their cars until they are called in. Queue Management: The system manages waiting lines, informing patients when it's their turn and reducing congestion. SMS Notifications: Automated text messages keep patients informed about their status and appointment details. Data Capture: Collects and updates patient information, ensuring accuracy and reducing administrative overhead. Wayfinding: Provides directions to help patients navigate the facility. Patient Satisfaction: Enhances patient experience by minimizing wait times and providing clear

communication.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 48512000 - Interactive voice response software package

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 5. App Development Services**

### **Description**

The lot will be innovative, effective and designed to create value-added benefits to the patient medical experience. AI capabilities can be embedded within patient-facing app. The service will allow the Contracting Authority to develop patient friendly mobile applications that will be compatible with multi-platforms such as Windows, iOS, Android and Kindle. The services includes but not limited to: Telemedicine: Enable virtual consultations with healthcare providers. Appointment Scheduling: Allow patients to book, reschedule, or cancel appointments. Medication Reminders: Send reminders for medication schedules and dosages. Health Records: Provide access to personal health records and test results. Symptom Checker: Offer a tool for patients to check symptoms and receive advice. Fitness Tracking: Integrate features for tracking physical activities and health metrics. Customised Exercise App Wellness App, e.g Peloton app Digital food

menu Peloton App Billing and Payments Customised Exercise App

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 48000000 - Software package and information systems

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 6. Social Marketing Services**

### **Description**

This lot will carry out social marketing services within a targeted population group to improve health and wellbeing outcomes and access to health and social care services for different population groups in different geographical areas. Particularly the service will use innovative approach to driving change in people's behaviours particularly in relation to health. It will use marketing techniques to assess the current position and to effect change where the outcomes will be determined by social media campaigns, etc.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 79340000 - Advertising and marketing services
- 79342310 - Customer survey services
- 79342000 - Marketing services
- 79341000 - Advertising services
- 72413000 - World wide web (www) site design services

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 7. Video Conferencing System**

### **Description**

The lot will be a service that provides state-of the art video conferencing system for in-patients, which should be easy to understand, navigate and used by the patients irrespective of age, gender and ability/disability and compatible with existing telecommunication applications.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT

- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

## **CPV classifications**

- 72212515 - Video conferencing software development services
- 32232000 - Video-conferencing equipment
- 72300000 - Data services
- 48515000 - Video conferencing software package
- 48000000 - Software package and information systems
- 64216100 - Electronic message services
- 72400000 - Internet services

## **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 8. In-patient Infotainment Management System**

### **Description**

The lot will be innovative, effective and designed to create value-added benefits to the patient medical experience. At the peak of the Covid-19, we experienced a situation where Trusts/Hospitals across the UK allowed foods items donated by charities or ordered on-line using the likes of Just Eat, Deliveroo and Uber Eat for their staffs, this will be developed further. This service includes: Bedside TV and Internet: Patients can watch TV, browse the internet, and access on-demand movies and TV shows. Radio and Music: Access to a variety of radio stations and music channels. Games and Activities: Interactive games and activities to keep patients entertained and engaged.

Communication Tools: Facilities for making phone calls, sending and receiving emails, and video conferencing with family and friends. Health Information: Access to educational content about health conditions, treatments, and wellness tips. Personalization: Customizable options to tailor the entertainment experience to individual preferences.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 48000000 - Software package and information systems
- 32320000 - Television and audio-visual equipment
- 48180000 - Medical software package
- 72212180 - Medical software development services
- 72610000 - Computer support services

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Lot Lot 9. Medical Representative Check-In Software System**

### **Description**

This lot will provide a secured platform for communication between Authorised Personnel

within the Trusts/Hospitals and Medical Representative from their approved suppliers. This service includes but not limited to: Automated Check-In: Allows medical representatives to check in electronically, reducing wait times and administrative workload. Appointment Scheduling: Enables scheduling of appointments with healthcare providers, ensuring efficient time management. Visitor Management: Tracks the arrival and departure of medical representatives, ensuring security and compliance. Real-Time Notifications: Sends real-time notifications to healthcare staff about the arrival of medical representatives. Data Capture: Collects and stores relevant information about the visit, such as purpose, contact details, and any specific requirements. Reporting and Analytics: Provides detailed reports and analytics on visitor activity, helping to improve operational efficiency.

### **Lot value (estimated)**

- £13,461,538.46 excluding VAT
- £16,153,846.15 including VAT

Framework lot values may be shared with other lots

### **CPV classifications**

- 48000000 - Software package and information systems
- 30237000 - Parts, accessories and supplies for computers
- 48180000 - Medical software package
- 72260000 - Software-related services

### **Same for all lots**

Contract locations, contract dates and options are shown in the Scope section, because they are the same for all lots.

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## **Framework**

### **Open framework scheme end date (estimated)**

2 December 2033

### **Maximum number of suppliers**

Unlimited

### **Maximum percentage fee charged to suppliers**

1%

### **Further information about fees**

Activity based income is 1%. NHSCS are a self-funded, not for profit NHS organisation and do not look to make a profit out of the framework as some other organisations do. Any surplus in ABI also gets passed back to NHS Commercial Solutions member Trusts.

### **Award method when using the framework**

Either with or without competition

### **Contracting authorities that may use the framework**

The Framework Agreement will be accessible by a number of organisations (each a “Participating Organisation” or “Contracting Authority”). The Framework Agreement will be accessible by all NHS and Public Sector organisations within the UK, including Universities and Education Authorities where they are funded by Public Fund (each a “Contracting Authority”).

## **Contracting authority location restrictions**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

**Lot 1. Patient Messaging Services**

**Lot lot 10. Lone Worker Safety & Kits**

**Lot Lot 11. Streamlined Patient Pathways/flow**

**Lot Lot 12. Artificial Intelligence-enabled Digital Care systems**

**Lot Lot 13. Bespoke Services**

**Lot Lot 2. Medical Messaging Application (Pager Replacement)**

**Lot Lot 3. Kiosk Display (Digital Signage)**

**Lot Lot 4. Patient Check-In and Queue Management System**

**Lot Lot 5. App Development Services**

**Lot Lot 6. Social Marketing Services**

**Lot Lot 7. Video Conferencing System**

**Lot Lot 8. In-patient Infotainment Management System**

**Lot Lot 9. Medical Representative Check-In Software System**

Small and medium-sized enterprises (SME)

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## **Submission**

**Publication date of tender notice (estimated)**

26 June 2025

**Enquiry deadline**

24 July 2025, 12:00pm

**Tender submission deadline**

5 August 2025, 12:00pm

**Tenders may be submitted electronically**

Yes

**Languages that may be used for submission**

English

**Award decision date (estimated)**

3 September 2025

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**Procedure**

**Procedure type**

Open procedure

## **Contracting authority**

### **NHS Commercial Solutions**

- Public Procurement Organisation Number: PLDZ-3358-YMVH

The Atrium, Curtis Road

Dorking

RH4 1XA

United Kingdom

Contact name: NHSCS Digital Team

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Email: [nhscs.digital@nhs.net](mailto:nhscs.digital@nhs.net)

Website: <https://www.commercialsolutions-sec.nhs.uk/>

Region: UKJ26 - East Surrey

Organisation type: Public authority - central government