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Tender

ROH/ BSOL ICS Telephony Replacement Managed Service

The Royal Orthopaedic Hospital NHS Foundation Trust

F02: Contract notice

Notice identifier: 2023/S 000-028650

Procurement identifier (OCID): ocds-h6vhtk-03dc89

Published 28 September 2023, 3:20pm

The closing date and time has been changed to:

23 January 2024, 1:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

The Royal Orthopaedic Hospital NHS Foundation Trust

Bristol Road South

Birmingham

B31 2AP

Contact

Abdul Alim

Email

abdul.alim@uhb.nhs.uk

Country

United Kingdom

Region code

UKG3 - West Midlands

Internet address(es)

Main address

<https://www.uhb.nhs.uk/>

Buyer's address

<https://www.uhb.nhs.uk/>

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://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

ROH/ BSOL ICS Telephony Replacement Managed Service

Reference number

PROC.08.0370

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Royal Orthopaedic Hospital NHS Foundation Trust (ROH) is a specialist hospital located in Birmingham UK. One of the largest orthopaedic units in Europe, the ROH offer a comprehensive range of surgical and non-surgical treatment. The Trust employs 1,600 staff and has a £120m turnover, treating 12k inpatients and 55k outpatients annually. The ROH delivers the most elective orthopaedic procedures in the UK and was founded over 200 years ago, owning a long-standing heritage of orthopaedic excellence and innovation. The Trust is a centre of excellence for joint replacement, oncology, spinal services and musculoskeletal care and conducts pioneering research in world-class facilities. ROH partners with many academic partners to deliver teaching and training for the next generation of orthopaedic clinicians. The Trust mission is to reduce pain and restore independence to help people live healthy, active, fulfilling lives. The Trust values are Compassion, Openness, Pride, Innovation, Excellence and Respect.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services
- 32429000 - Telephone network equipment
- 32543000 - Telephone switchboards
- 32551400 - Telephone network
- 32550000 - Telephone equipment
- 64214200 - Telephone switchboard services
- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

The Royal Orthopaedic Hospital NHS Foundation Trust are seeking to award a 5 year contract with the option to extend for a further 5 years (subject to review in year 3 of the extension) for the delivery of a complete cloud based telephony replacement managed service with the option for other BSOL ICS (BSOL) Trust's/ Organisation's to join at a later date.

ROH are at the mercy of a very old Siemens ISDX and parts and experience are both in short supply, failures are commonplace, and this causes significant issues when dealing with patients

The position within ROH is rather more pressing than within other trusts as they have a burning platform to contend with. A Siemens ISDX. The ISDX product lifecycle was announced as end-of-sale by Siemens/Unify on 30th June 2016. ROH currently requires that its entire estate be upgraded from its current TDM platform and moved to the cloud. ROH currently sub-contracts its switchboard services from UHB and the system is currently configured for 391 DDI lines, (Daisy Group) 15 Digital lines and 786 extensions serving 1500 users many of these are shared desk phones. Fixed lines are provided by Virgin Media. MS Teams is used for conference services. All users currently have an E3 licence. As part of this bid it is also required that the service be decommissioned and disposed of once the staff are transitioned onto the new service. There will be a period of transition in that support may need to be provided to the old system before decommissioning.

Information on the other Trusts/Organisations within the BSOL ICS can be found within the

ITT documents.

II.2.5) Award criteria

Price

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will have an option to extend for a further 5 years subject to a review by any one Authority at the end of Year 2 of the extension period as explained within the ITT document.

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-018125](#)

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

Originally published as:

Date

17 November 2023

Local time

1:00pm

Changed to:

Date

23 January 2024

Local time

1:00pm

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

Tender must be valid until: 19 April 2024

IV.2.7) Conditions for opening of tenders

Date

28 September 2023

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

To express interest and participate in the tender, please register and apply via Atamis e-sourcing portal <https://health-family.force.com/s/Welcome>.

Should Tenderers have any queries, or having problems using the portal, they should contact Helpdesk at:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

VI.4) Procedures for review

VI.4.1) Review body

University Hospitals Birmingham on behalf of

Mindelsohn Way

Birmingham

B15 1NU

Email

abdul.alim@uhb.nhs.uk

Country

United Kingdom

Internet address

<https://www.roh.nhs.uk/>