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Planning

## **Unified Telecoms Solution**

NHS Lanarkshire

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-031469

Procurement identifier (OCID): ocids-h6vhtk-040ed9

Published 25 October 2023, 12:51pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

NHS Lanarkshire

NHS Lanarkshire Headquarters, Kirklands, Fallside Road

Bothwell

G71 8BB

#### **Email**

[Laura.Mcguire2@Lanarkshire.scot.nhs.uk](mailto:Laura.Mcguire2@Lanarkshire.scot.nhs.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM8 - West Central Scotland

#### **Internet address(es)**

Main address

<http://www.nhslanarkshire.org.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA0029Z](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA0029Z)

## **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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Unified Telecoms Solution

Reference number

NHSL477-23

#### **II.1.2) Main CPV code**

- 32412100 - Telecommunications network

#### **II.1.3) Type of contract**

## Supplies

### **II.1.4) Short description**

This is a requirement within NHS Lanarkshire to contract for the support and maintenance for the unified communications platform.

The current 5 year contract is due to expire on 31st March 2024.

Voice communications within NHS Lanarkshire is a critical service that enables real time communications with the public as well as internal and inter-board/partner communications. The board currently supports around 10,000 handsets across the whole estate with around 3,000 handsets being provided by PFI (Private Finance Initiative).

NHS Lanarkshire has spent the last 5 years consolidating its telephony estate to a single high availability platform that provides a single user experience to all staff regardless of site and location and has also played a key part in keeping communications running throughout the pandemic with minimal disruption to the business and patients.

The requirement is for the continued support of the Avaya Aura High availability unified communications solution, which is an on premises solution with core components located at acute hospital sites and strategically placed survivable gateways located at key sites.

The Board are also looking to see how they can further advance their investment in the platform as well as making some changes to elements that have not performed as expected and provide additional functionality that would benefit the board and improve patient engagement as well as looking at ingenuity with a digital first approach.

### **II.1.5) Estimated total value**

Value excluding VAT: £2,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKM8 - West Central Scotland

### **II.2.4) Description of the procurement**

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### **II.3) Estimated date of publication of contract notice**

31 October 2023

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## **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

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## **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=748469](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=748469).

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