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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): ocds-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

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=AA00297

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

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

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=748469.

(SC Ref:748469)