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Tender

New Critical Pager System

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038071

Procurement identifier (OCID): ocds-h6vhtk-055ac9

Published 8 July 2025, 9:09am

Scope

Reference

P0110

Description

Hywel Dda University Health Board are seeking to appoint a supplier to implement a paging solution across its four main sites.

The contract duration will be for an initial three (3) year period with an option to extend for a further two (2) years. The agreement must include the initial supply and installation of any infrastructure relating to the paging solution as well as full service, maintenance, support, and training for the duration of the contract.

The solution must meet the following key objectives,

- Easy to manage.

- 'Light touch' so that the team do not have to use it every day for it to remain operational.
- Allow for Disaster Recovery (DR) on a singular site, i.e., two different paging infrastructure controlling locations on the same site. A Primary and a Secondary independent of one another with the facility to remotely invoke a switchover to the secondary location and also to remotely switch back to the Primary location.
- Allow for Business Contingency (BC), i.e., allow a remote switchboard full access to manage a paging solution on an alternative site. For example, PPH Switchboard being able to fully manage the BGH Switchboard and handle the MET calls for BGH if so required and vice versa. All 4 main sites should have full operational access to the other three sites within the Health Board, i.e., beside local operational use, BGH also has full operational control of GGH, PPH & WGH, GGH has full operational control of BGH, PPH & WGH, etc.
- HDUHB staff must be able to fully implement DR & BC without the need of the supplier unless there is an unplanned issue preventing the activation of DR/BC.
- HDUHB staff must have the facility to be able to produce Ad Hoc reports on defined Key Performance Indicators (KPIs), e.g., how many MET calls have been raised in the last month or over a specified period.

Total value (estimated)

- £750,000 excluding VAT
- £900,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years

Description of possible extension:

Option to extend for two years

Main procurement category

Services

CPV classifications

- 32344220 - Radio pagers
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKL - Wales

Participation

Legal and financial capacity conditions of participation

To be reviewed in the tender process

Technical ability conditions of participation

To be reviewed in the tender process

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

18 July 2025, 12:00pm

Tender submission deadline

4 August 2025, 12:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 September 2025

Recurring procurement

Publication date of next tender notice (estimated): 1 May 2030

Award criteria

Name	Type	Weighting
Technical	Quality	70.00%
Commercial	Cost	30.00%

Other information

Payment terms

To be confirmed following the tender process

Description of risks to contract performance

KPIs and service level agreements are included in the tender documentation

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

Due to time constraints a decision was made to proceed with open tender notice only

Documents

Associated tender documents

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

All documents available via eTender Wales system

Technical specifications to be met

<https://etenderwales.bravosolution.co.uk/web/login.shtml>

All documents available via the eTender Wales system

Contracting authority

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

- Public Procurement Organisation Number: PXWV-6492-CGMN

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Cardiff

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United Kingdom

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Website: <http://nwssp.nhs.wales/ourservices/procurement-services/>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales