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Planning

## **Nurse Call System Servicing and Maintenance**

Nottingham City Campus, Hucknall Road

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-040603

Procurement identifier (OCID): ocids-h6vhtk-04c8be

Published 17 December 2024, 1:53pm

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

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

Nottingham City Campus, Hucknall Road

NG5 1PB

Nottingham

NG5 1PB

#### **Contact**

Darren J. Statham

#### **Email**

[darren.statham1@nhs.net](mailto:darren.statham1@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKF14 - Nottingham

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

Additional information can be obtained from 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**

Other type

NHS Trust

**I.5) Main activity**

Health

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## **Section II: Object**

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

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

Nurse Call System Servicing and Maintenance

Reference number

C324903

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

- 50711000 - Repair and maintenance services of electrical building installations

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

Services

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

The Nottingham University Hospitals NHS Trust (The Trust) is conducting this request for information (RFI) exercise regarding the provision of a contract for both planned testing servicing and maintenance, as well as any reactive servicing, of the nurse call systems. The purpose of the contract is to enable the Trust to meet its needs as a provider of healthcare services. For example, enabling ward staff to respond quickly in event of a signal from patients for support or assistance.

Further information, including a supplier questionnaire, can be obtained via the Trust's e-tendering portal:

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

the deadline for responding to the RFI is 4pm on 31 January 2025.

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

Value excluding VAT: £500,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

Nottingham University Hospitals NHS Trust  
Nottingham City Hospital  
Hucknall Road  
Nottingham  
NG5 1PB

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

The primary remit of NHS organisations with regard to nurse call systems is the safety of patients. For all premises under its control, it is therefore critical that the Trust's nurse call systems are effectively serviced and maintained. Whilst it is not a legal requirement to service nurse call systems, it is understood they must be regularly maintained to ensure continued functionality.

Without regular maintenance, the system can fail when needed, risking patients' lives. In addition, lack of maintenance can result in false alarms, leading to staff becoming desensitised to the system and the associated risk they may ignore it when a real emergency occurs.

The Trust's objectives are to maintain a high level of reliability and availability of its systems by operating a system of planned preventative maintenance, with response to call outs and call backs/breakdowns maintained at agreed performance levels, whilst ensuring value for money.

1. The systems currently in situ at the Nottingham City Hospital consist primarily of Static Systems
2. The systems currently in situ at the queens Medical Centre consist of a mixture of Wandsworth, Ipin and Static Systems

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

16 December 2025

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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**

If you have any problems with the Electronic Portal., you should contact the helpdesk on 0800 9956035 or by sending an email to [support-health@atamis.co.uk](mailto:support-health@atamis.co.uk) . The helpline is open Monday to Friday between 8 am and 6 pm excluding public and bank holidays.