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Planning

Patient Healthcare Communications and Related IT Services Framework

Surrey & Boarders Partnership NHS on behalf of NHS Commercial Solutions

UK2: Preliminary market engagement notice - Procurement Act 2023 - <u>view information</u> <u>about notice types</u>

Notice identifier: 2025/S 000-044802

Procurement identifier (OCID): ocds-h6vhtk-051d1b

Published 31 July 2025, 2:34pm

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Scope

Reference

C355953

Description

NHS Commercial Solutions is seeking to engage with the market ahead of a potential procurement exercise for Patient Healthcare Communications and Related IT Services.

We are inviting suppliers to participate in a Preliminary Market Engagement exercise via this procurement portal to help shape our requirements and assess market interest. This is not a call for competition and is being conducted without prejudice to any future procurement process. Please note this engagement is only for information and is not to be scored.

The questions are categorised as below:

Section 1: Supplier Information

Section 2: Lot Interest and Capability

Section 3: Technical Capability & Innovation

Section 4: Commercial & Framework Design

Section 5: General Feedback

Commercial tool

Establishes a framework

Total value (estimated)

- £1,400,000,000 excluding VAT
- £1,680,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 December 2025 to 1 December 2027
- Possible extension to 1 December 2033
- 8 years

Main procurement category

Services

CPV classifications

- 64000000 Postal and telecommunications services
- 48512000 Interactive voice response software package
- 32000000 Radio, television, communication, telecommunication and related equipment
- 71317200 Health and safety services
- 31682230 Graphic display panels
- 79340000 Advertising and marketing services
- 48000000 Software package and information systems
- 48983000 Development software package
- 72000000 IT services: consulting, software development, Internet and support
- 72230000 Custom software development services
- 72261000 Software support services
- 48481000 Sales or marketing software package
- 32510000 Wireless telecommunications system
- 48515000 Video conferencing software package
- 64216100 Electronic message services
- 64216120 Electronic mail services
- 35113000 Safety equipment
- 72400000 Internet services
- 30200000 Computer equipment and supplies
- 85000000 Health and social work services
- 30231300 Display screens

- 32232000 Video-conferencing equipment
- 79512000 Call centre
- 72300000 Data services
- 71317210 Health and safety consultancy services
- 35120000 Surveillance and security systems and devices
- 30192400 Reprographic supplies
- 64210000 Telephone and data transmission services
- 79710000 Security services
- 72212515 Video conferencing software development services
- 72262000 Software development services
- 64200000 Telecommunications services

Contract locations

- UK United Kingdom
- UKC North East (England)
- UKD North West (England)
- UKG West Midlands (England)
- UKH East of England
- UKJ South East (England)
- UKK South West (England)
- UKL Wales
- UKL1 West Wales and the Valleys
- UKL14 South West Wales

- UKL2 East Wales
- UKM Scotland
- UKM5 North Eastern Scotland
- UKM7 Eastern Scotland
- UKM8 West Central Scotland
- UKM9 Southern Scotland
- UKM91 Scottish Borders
- UKN Northern Ireland
- UKN0 Northern Ireland

Engagement

Engagement deadline

8 August 2025

Engagement process description

NHS Commercial Solutions is seeking to engage with the market ahead of a potential procurement exercise for Patient Healthcare Communications and Related IT Services. We are inviting suppliers to participate in a Preliminary Market Engagement exercise via this procurement portal to help shape our requirements and assess market interest. This is not a call for competition and is being conducted without prejudice to any future procurement process. Please note this engagement is only for information and is not to be scored.

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Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

Surrey & Boarders Partnership NHS on behalf of NHS Commercial Solutions

• Public Procurement Organisation Number: PLDZ-3358-YMVH

The Atrium, Curtis Road

Dorking

RH4 1XA

United Kingdom

Contact name: NHSCS Digital Team

Telephone: 01306646822

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Website: https://www.commercialsolutions-sec.nhs.uk/

Region: UKJ26 - East Surrey

Organisation type: Public authority - central government