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Planning

Patient Healthcare Communications and Related IT Services Framework

Surrey & Borders Partnership NHS on behalf of NHS Commercial Solutions

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-045233

Procurement identifier (OCID): ocds-h6vhtk-051d1b ([view related notices](#))

Published 1 August 2025, 1:34pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

To specify the portal being used for the Preliminary market engagement.

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 the Atamis procurement portal (<https://atamis-1928.my.site.com/>) 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.

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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 & Borders 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