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Award

<https://www.commercialsolutions-sec.nhs.uk/>

Surrey and Borders Partnership NHS Foundation Trust on behalf of NHS Commercial Solutions

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-049963

Procurement identifier (OCID): ocds-h6vhtk-058ad3

Published 19 August 2025, 5:20pm

Section I: Contracting authority/entity

I.1) Name and addresses

Surrey and Borders Partnership NHS Foundation Trust on behalf of NHS Commercial Solutions

The Atrium. Curtis Road.

Dorking

RH4 1XA

Email

nhscs.digital@nhs.net

Telephone

+44 1306646822

Country

United Kingdom

Region code

UK - United Kingdom

Charity Commission (England and Wales)

1126477

Internet address(es)

Main address

<https://www.commercialsolutions-sec.nhs.uk/>

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

<https://www.commercialsolutions-sec.nhs.uk/>

Reference number

4909-3327

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

This Voluntary ex-ante Transparency Notice (VEAT notice) is a tool used in public procurement to provide transparency on a Framework Agreement currently in force. The details of the Framework Agreement is provided below.

NHS Commercial Solutions has let this Framework Agreement subsequent to a procurement using the Restricted Procedure as directed by the Public Contracts Regulations 2015 (as amended), in which NHS Commercial Solutions placed a notice to establish a multiple supplier framework (ref: 2020/S 145-358199).

Multiple suppliers were successful in each lot and have been appointed to the Framework, which has been let for four years with no option to extend.

The Framework has been structured to incorporate seven lots, which are:

Lot 1: Patient Messaging Services

Lot 2: Medical Messaging Application (Pager Replacement)

Lot 3: Kiosk Display (Digital Signage)

Lot 4: Patient Check-In Management System

Lot 5: Apps Development Services

Lot 6: Social Marketing Services – Not awarded

Lot 7: Video Conferencing System

Lot 8: In-Patient Infotainment Management System – Not awarded

Lot 9: Medical Representative Check-In Software System – Not awarded

Lot 10: Bespoke Services

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £15,000,000

II.2) Description

II.2.1) Title

Patient Messaging Services

Lot No

1

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package
- 48515000 - Video conferencing software package
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Patient messaging services will be a service to provide contracting authorities with a means of sending two-way messages for appointment reminders and medical test results. The service will include but not be limited to: voice calls; mobile data connectivity; mobile email; mobile data applications; mobile device management; video services including the administration of mobile devices, such as smartphones, tablets and laptops when linked to the corporate network.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2) Description**II.2.1) Title**

Medical Messaging Application (Pager Replacement)

Lot No

2

II.2.2) Additional CPV code(s)

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32320000 - Television and audio-visual equipment
- 32510000 - Wireless telecommunications system

- 48000000 - Software package and information systems
- 64210000 - Telephone and data transmission services
- 64216100 - Electronic message services
- 72000000 - IT services: consulting, software development, Internet and support
- 72230000 - Custom software development services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Medical messaging application (Pager Replacement) will be a service that replaces existing NHS pagers and replace them with a secure platform that will allow healthcare professionals to communicate with each other via mobile devices or via a desktop-based application. The service will include but not be limited to: voice calls; SMS; voicemail services; mobile data connectivity; mobile email services; mobile data applications; mobile devices management; including the administration of mobile devices; such as smartphones, tablets and laptops when linked to a corporate network.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2) Description

II.2.1) Title

Kiosk Display (Digital Signage)

Lot No

3

II.2.2) Additional CPV code(s)

- 30200000 - Computer equipment and supplies
- 30231300 - Display screens
- 31682230 - Graphic display panels
- 39133000 - Display units
- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 72230000 - Custom software development services
- 72300000 - Data services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Kiosk display (Digital Signage) will provide a secured on-site platform to display or projection relevant and approved information from the Trusts/Hospitals for the use of all users including patients, staff and visitors.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2) Description

II.2.1) Title

Patient Check-In Management System

Lot No

4

II.2.2) Additional CPV code(s)

- 48512000 - Interactive voice response software package
- 48515000 - Video conferencing software package
- 64200000 - Telecommunications services
- 64210000 - Telephone and data transmission services
- 64216120 - Electronic mail services
- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

is a service that Contracting Authorities can use to provide a secured platform (Hardware, Software and Maintenance) for all patients to confirm their check-in for all pre-booked appointments engagements. This service is easy to understand and can communicate securely with other software used by the Contracting Authority.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2) Description

II.2.1) Title

App Development Services

Lot No

5

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48983000 - Development software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The service will allow a Contracting Authority to develop patient-friendly mobile

applications that will be compatible with multi-platforms such as Windows, iOS, Android and Kindle.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2) Description

II.2.1) Title

Video Conferencing System

Lot No

7

II.2.2) Additional CPV code(s)

- 32232000 - Video-conferencing equipment
- 48000000 - Software package and information systems
- 48515000 - Video conferencing software package
- 64216100 - Electronic message services
- 72212515 - Video conferencing software development services
- 72300000 - Data services
- 72400000 - Internet services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This service provides state-of the art video conferencing system for in-patients, out-patients, administrative and clinical services. The video conferencing system should be easy to understand, navigate and used by Patients irrespective of age, gender and ability/disability and compatible with existing telecommunication applications.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2) Description

II.2.1) Title

Bespoke Services

Lot No

10

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

is a multi-functional lot that may comprise any of the services in Lot 1, Lot 2, Lot 3, Lot 4, Lot 5, and Lot 7 or as may be specified by a Client (i.e. a customer organisation which may be an NHS Trust, individual clinic, GP surgery or any other user of the framework agreement).

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Price is not the only award criterion and all criteria are stated only in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is an existing Framework Agreement enabling access to a range of pre-tendered professional services to deliver Patient and Healthcare Communications Services.

The current Framework Agreement expiry date is 24th August 2025.

The Framework Agreement is proposed to be extended for 12 (Twelve) months.

This VEAT is issued to clarify Patient & Healthcare Communications & Related IT Services Framework Agreement's term to be extended until 24th August 2026. Regulation 72(1)(c) permits modifications following "circumstances which a diligent authority could not have foreseen" where "the modification does not alter the overall nature of the contract" and "any increase in price does not exceed 50% of the value of the original contract or framework agreement".

NHS Commercial Solutions is entitled to rely on Regulation 72(1)(c) of the PCR to extend the Framework to allow sufficient time to complete the procurement process on the basis that:

- 1.the extension became necessary as a result of last minute changes to the governance and approvals process that had to be completed before the procurement could commence;
- 2.the need to recomplete elements of the process to reflect changing requirements during the approvals process, and delays in obtaining the necessary approvals from relevant third parties; and
- 3.the overall consequence of these changes and delays being that the approvals process has taken much longer than indicated.

Moreover, the only modification being proposed is an extension to the term, with no other changes to the terms of the contract. As such, the proposed modification does not result in a change to the overall nature of the framework.

Further, the total value advertised in this VEAT Notice is £15m (Exclusive of any applicable VAT) which is lower than the originally advertised contract value. There is no uplift to the overall value of the Framework as a result of the extension and the overall value of the call-off contracts to be placed under the Framework will not extend by more than 50% as a result of the continued use of the Framework during its total term.

IV.1.3) Information about a framework agreement

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

1

Title

Patient Messaging Services

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

ICNH Ltd trading as DrDoctor

Windsor, Barkshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08149394

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Healthcare Communications UK Ltd T/A IMIMobile Europe Ltd

Macclesfield Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04084131

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

2

Title

Medical Messaging Application (Pager Replacement)

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

Barrier Networks

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Hill-Rom Ltd T/A Hillrom

Leicestershire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2250372

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Multitone Electronics plc

Hampshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

256314

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Stanley Security Solutions Ltd

Swindon, Wiltshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

181585

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Softcat plc

Marlow, Bucks

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02174990

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

ZIVVER B.V.

Laren, Noord-Holland

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

11931745

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

3

Title

Kiosk Display (Digital Signage)

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

Exponential-e Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

4

Title

Patient Check-In Management System

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Intouch with Health Ltd

Gloucestershire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

3758749

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

5

Title

Apps Development Services

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Exponential-e Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

7

Title

Video Conferencing System

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

Barrier Networks

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Visionable Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09787096

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section V. Award of contract/concession

Contract No

4909-3327

Lot No

10

Title

Bespoke Services

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor/concessionaire

Barrier Networks

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Exponential-e Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor/concessionaire is an SME

Yes

V.2.3) Name and address of the contractor/concessionaire

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor/concessionaire is an SME

No

V.2.3) Name and address of the contractor/concessionaire

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £15,000,000

V.2.5) Information about subcontracting

The contract/lot/concession is likely to be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Surrey and Borders Partnership NHS Foundation Trust on behalf of NHS Commercial Solutions

Leatherhead

Country

United Kingdom