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Contract

Extension - Patient & Healthcare Communications & Related IT Services

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

F03: Contract award notice

Notice identifier: 2025/S 000-052965

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

Published 1 September 2025, 6:17pm

Section I: Contracting authority

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Extension - Patient & Healthcare Communications & Related IT Services

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 Contract Award is published following a successful completion of 10 days for the Voluntary Ex-Ante Transparency Notice. The details of the notice are -

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-049963

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

Published 19 August 2025, 5:20pm

The details of the Framework Agreement are provided below.

NHS Commercial Solutions awarded this Framework Agreement following 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/S145-358199).

Multiple suppliers were successful in each lot and have been appointed to the Framework, which has been let for four years.

The Framework has been structured to incorporate ten lots of which seven were awarded. These 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 videoconferencing system for in-patients, out-patients, administrative and clinical services. The videoconferencing 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

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-049963](#)

Section V. Award of contract

Contract No

4909-3327

Lot No

1

Title

Patient Messaging Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

ICNH Ltd trading as DrDoctor

Windsor, Barkshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08149394

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Healthcare Communications UK Ltd T/A IMIMobileEurope Ltd

Macclesfield Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04084131

The contractor is an SME

No

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor is an SME

Yes

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

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

Section V. Award of contract

Contract No

4909-3327

Lot No

2

Title

Medical Messaging Application (Pager Replacement)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 9

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

V.2.3) Name and address of the contractor

Barrier Networks

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hill-Rom Ltd T/A Hillrom

Leicestershire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2250372

The contractor is an SME

No

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

V.2.3) Name and address of the contractor

Multitone Electronics plc

Hampshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

256314

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Stanley Security Solutions Ltd

Swindon, Wiltshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

181585

The contractor is an SME

No

V.2.3) Name and address of the contractor

ZIVVER B.V. Laren,

Noord-Holland

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

11931745

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Softcat plc

Marlow, Bucks

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02174990

The contractor is an SME

No

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

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

Section V. Award of contract

Contract No

4909-3327

Lot No

3

Title

Kiosk Display (Digital Signage)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Exponential-e Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

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

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

Section V. Award of contract

Contract No

4909-3327

Lot No

4

Title

Patient Check-In Management System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

V.2.3) Name and address of the contractor

Intouch with Health Ltd

Gloucestershire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

3758749

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor is an SME

Yes

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

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

Section V. Award of contract

Contract No

4909-3327

Lot No

5

Title

Apps Development Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Exponential-e Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor is an SME

Yes

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

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

Section V. Award of contract

Contract No

4909-3327

Lot No

7

Title

Video Conferencing System

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 August 2021

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Barrier Networks

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

V.2.3) Name and address of the contractor

Visionable Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09787096

The contractor is an SME

Yes

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

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

Section V. Award of contract

Contract No

4909-3327

Lot No

10

Title

Bespoke Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 February 2021

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

Barrier Networks

Glasgow

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

SC305542

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BTS Holdings plc

Wallington, Surrey

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

1517630

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Exponential-e Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

4499567

The contractor is an SME

No

V.2.3) Name and address of the contractor

Hospital Services Limited

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

NI005155

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Insight Direct (UK) Ltd

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2579852

The contractor is an SME

No

V.2.3) Name and address of the contractor

Netcall Technology Limited

Hemel Hempstead, Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02831215

The contractor is an SME

Yes

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

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

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