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Planning

## **Strategic Partner supporting the Digital Transformation Strategy and Infrastructure Refresh.**

NHS 24

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-004294

Procurement identifier (OCID): ocds-h6vhtk-03a4fe

Published 13 February 2023, 8:59am

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

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

NHS 24

40 Ainslie Road, Hillington

Glasgow

G52 4RU

#### **Contact**

Graham Mirtle

#### **Email**

[graham.mirtle@nhs24.scot.nhs.uk](mailto:graham.mirtle@nhs24.scot.nhs.uk)

#### **Telephone**

+44 07970212485

**Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

[www.nhs24.com](http://www.nhs24.com)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00230](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00230)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

Strategic Partner supporting the Digital Transformation Strategy and Infrastructure Refresh.

Reference number

NHS24 2023 683

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

- 71311300 - Infrastructure works consultancy services

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

Services

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

This is a PIN notice to engage the market for potential interested parties;

The procurement of strategic partner to support the delivery of the Digital Transformation Strategy and Infrastructure Refresh for NHS 24.

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

Value excluding VAT: £1,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKM - Scotland

Main site or place of performance

Across NHS Scotland

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

NHS 24 provides national telephony and digital based services to support patient care in Scotland. This includes the 111 service which is available 24 hours a day, 7 days a week and provides urgent care advice and mental health support day or night. NHS 24 also provides NHS Inform allowing a multi-channel, digital approach. Digital technology sits at the heart of current and future service provision for NHS 24 and this contract will need to

develop it further.

The reliance on NHS 24's technical and digital infrastructure to deliver our services has, in recent times, been further increased through the recognition of the role NHS 24 has played in effectively managing COVID-19 across all our delivery channels.

NHS 24 currently has application and infrastructure support contracts with 2 technology partners that end in Autumn 2025. Our aim is to have a refreshed infrastructure platform operational by that date.

The current scope of requirements of the procurement are:

1. Strategic Partner with extensive experience of technology infrastructure refreshes.
2. Demonstrable and extensive contact centre experience and able to bring latest thinking and approach to delivering our service.
3. Extensive experience of developing digital offerings and an omnichannel approach.
4. A Programme Director to sit on and integrate with the Executive Management Team, acting as a critical friend and driving the delivery of the programme.
5. Provide a flexible team to support the delivery of the digital transformation, scaling up and down as required to support the different stages of the work through to implementation.
6. Supply technical project / programme manager resources to act as subject matter experts who are able to challenge assumptions.
7. Following the hybrid working model an onsite presence would be required for key meetings, committees and the monthly Board meeting.
8. The skills and approach to ensure a successful knowledge transfer
9. Demonstrable experience of leading the design and delivery of multiple projects across a range of multi-disciplinary teams with a track record of providing quality services where strict time, cost and quality pressures must be met.

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

13 February 2023

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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**

Note: The values indicated in section II 1.5 are indicative of the potential full agreement value up to March 2026.

These values should not be considered as definite and or as a commitment.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=722397](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=722397).

(SC Ref:722397)