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Planning

## **Contact Centre Solution PIN**

Northumbria Healthcare Facilities Management Limited

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-004831

Procurement identifier (OCID): ocids-h6vhtk-0439d3

Published 13 February 2024, 3:51pm

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

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

Northumbria Healthcare Facilities Management Limited

Units 7&8 Silver Fox Way, Cobalt Business Park

Tyne and Wear

NE27 0QJ

#### **Contact**

Ms Tyler McGough

#### **Email**

[Tyler.Mcgough@nhct.nhs.uk](mailto:Tyler.Mcgough@nhct.nhs.uk)

#### **Telephone**

+44 1912031484

#### **Country**

United Kingdom

**Region code**

UKC - North East (England)

**Internet address(es)**

Main address

<https://nhfm.co.uk/>

Buyer's address

<https://nhfm.co.uk/>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Regional or local Agency/Office

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

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Reference number

DN711146

#### **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**

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKC - North East (England)

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

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

14 February 2024

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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: No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The Trust is seeking Expressions of Interest from Suppliers who have a "tried and tested Centre Management Solution platform , off the shelf and ready to deploy subject to configuration.

A Supplier day is planned for 22 March 2024 at a venue to be specified but it will be in person on a Trust site or close by.

Invitations to the Supplier day will strictly be restricted to Suppliers with an existing solution or with an innovative proposal that will be built on market centered technology .

A copy of the initial specification is available with the advert or from [Tyler.Mcgough@nhct.nhs.uk](mailto:Tyler.Mcgough@nhct.nhs.uk).

Please register you Expression of Interest by sending an outline of your proposed solution to the same email address