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Planning

## **Patient Advice and Support Service for NHS Scotland**

NSS National Procurement

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-004939

Procurement identifier (OCID): ocids-h6vhtk-0319e7

Published 22 February 2022, 11:05am

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

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

NSS National Procurement

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

#### **Contact**

Sharon Muir

#### **Email**

[sharon.muir@nhs.scot](mailto:sharon.muir@nhs.scot)

#### **Telephone**

+44 7855137179

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA11883](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883)

**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

Patient Advice and Support Service for NHS Scotland

Reference number

NP79823

#### II.1.2) Main CPV code

- 85312310 - Guidance services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

The re-tender for the Provision of the Patient Advice and Support Service (PASS) as described in Section 18 of the Patient Rights (Scotland) Act 2011.

<https://www.legislation.gov.uk/asp/2011/5/section/18>

The Common Services Agency (more commonly known as National Services Scotland), acting through its division National Procurement, intends to conduct a procurement on behalf of the Scottish Government Health Directorates (SGHD) and the NHS in Scotland for the provision of the Patient Advice and Support Service (PASS).

#### II.1.5) Estimated total value

Value excluding VAT: £4,500,000

#### 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

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

The Service is intended to provide free, inclusive and accessible, confidential advice and support to patients and other members of the public in relation to the Health Service in Scotland.

It is anticipated that the contract will require the following:

1. Helpline, staffed Monday – Friday over normal working hours.
2. Email address, staffed Monday – Friday over normal working hours.
3. Access to an Information Pack to support clients to make a complaint or raise an issue.
4. Provide, where appropriate, information on other sources of Advice or Advocacy Services.
5. Practical help, such as letter writing, making phone calls on a client's behalf, face-to-face visits in confidential premises within the local health board area, support to prepare for and attend complaint meetings with the health board.
6. Regular Management Information and Reports as defined by the Contracting Authority.

This list is not exhaustive but gives an early indication of the requirement. The exact services to be procured will be detailed in future tender documentation.

#### **II.2.14) Additional information**

The estimated contract value of 4.5 million GBP would be the total contract value for an initial 3 year term plus 2 x 12 month extensions.

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

4 April 2022

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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**

This Prior Information Notice (PIN) is issued solely for the purpose of early notice to the Market. It is not a call for competition and a specific call for competition for this planned procurement may be published by means of a contract notice within the next 3 months.

The estimated total contract value of 4.5 million GBP listed in Section II.1.5 would be the estimated total contract value for an initial 3 year term plus 2 x 12 month extensions. The agreement will be funded by the Scottish Government and therefore outside the scope of VAT.

Fair work practices and provision of community benefits will be applicable to this agreement and will be detailed in the documentation provided in the forthcoming contract notice.

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=683321](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=683321).

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