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Future opportunity

Communication Alerts Reminder Appointment Services PIN Notice

NHS Shared Business Services Ltd (NHS SBS)

F01: Prior information notice

Prior information only

Notice reference: 2021/S 000-005039

Published: 12 March 2021, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services Ltd (NHS SBS)

Halyard Court, Chandlers Point, 31 Broadway

Salford

M50 2UW

Contact

Aidan Woodward

Email

aidan.woodward2@nhs.net

Telephone

+44 7395253735

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

National registration number

05280446

Internet address(es)

Main address

<https://www.sbs.nhs.uk/>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/39>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=37087&B=NHSSBS

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Other type

Joint venture between the Department of Health and Sopra Steria

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

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Reference number

CARAS PIN

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The Procurement of a Framework for Communication, Alerts, Reminder or Appointment Services that will enable Approved Organisations to mitigate the risk and help against the challenge facing the NHS regarding appointment Did Not Attends (DNA) and reducing the COVID19 backlog. It will allow for improvement in the quality of patient communications and clinical data, the efficient handling and processing of that data and improvements in the management and administration of clinical and non-clinical services. This could include the production, review and dispatch of SMS, E-mail and letters or documents to be carried out in a more efficient and productive manner.

II.1.5) Estimated total value

Value excluding VAT: £250,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

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Lot No

1

II.2.2) Additional CPV code(s)

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

M50 2UW

II.2.4) Description of the procurement

A key focus for the renewal will be managing outgoing and incoming documents and data in a digital format. Introduce new working practices, technologies, and innovation to improve document and data workflow within the customer organisation. Easily access all information for example, via a single log in or system so that all communications can be collaborated and accessed via a single solution

II.3) Estimated date of publication of contract notice

20 August 2021

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

Section VI. Complementary information

VI.3) Additional information

Please complete and return the Pre-Procurement Questionnaire that is attached to this PIN Notice directly to Aidan Woodward, aidan.woodward2@nhs.net by 12:00 noon on 2nd April 2021. NHS Shared Business Services reserve the right to withdraw this notice at any time. NHS Shared Business Services is not bound to accept any proposals submitted by Providers and is not liable for any costs incurred as a result of Providers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and NHS Shared Business Services reserves the right to defer from any procurement entirely.