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Planning

## **Communication Alerts Reminder Appointment Services PIN Notice**

NHS Shared Business Services Ltd (NHS SBS)

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-005039

Procurement identifier (OCID): ocids-h6vhtk-029b20

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](mailto: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/rwlenrance\\_s.asp?PID=37087&B=NHSSBS](https://uk.eu-supply.com/app/rfq/rwlenrance_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

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## **Section II: Object**

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

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

Communication Alerts Reminder Appointment Services PIN Notice

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**

Communication Alerts Reminder Appointment Services PIN Notice

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

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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**

Please complete and return the Pre-Procurement Questionnaire that is attached to this PIN Notice directly to Aidan Woodward, [aidan.woodward2@nhs.net](mailto: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.