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Planning

## **PRJ1258 Diabetes Book and Learn - Call Centre**

NHS South East London ICB

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-006537

Procurement identifier (OCID): ocds-h6vhtk-03ae97

Published 7 March 2023, 10:11am

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

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

NHS South East London ICB

London

#### **Contact**

Mr Kieran Paterson

#### **Email**

[kieran.james-paterson@nhs.net](mailto:kieran.james-paterson@nhs.net)

#### **Telephone**

+44 1

#### **Country**

United Kingdom

#### **Region code**

UKI - London

**Internet address(es)**

Main address

<https://www.selondonics.org/>

**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**

PRJ1258 Diabetes Book and Learn - Call Centre

Reference number

DN659290

**II.1.2) Main CPV code**

- 85000000 - Health and social work services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This is a prior information notice to inform the market of an upcoming procurement and to

request market feedback to inform the future procurement. On behalf of South East London Integrated Care Board (SELICB) and South West London integrated Care Board (SWLICB), SELICB is seeking an innovative, collaborative partner to provide a dynamic and innovative call centre service which will utilise our digital platform. This partner will work in collaboration with us, our digital platform provider and our DSE providers, to deliver a proactive and supportive service for to people with diabetes from across south London. The call centre provider should have the ability to mobilise in spring/summer 2023 with a 'go live' date of 1/11/2023.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKI - London

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

Interested providers are asked to register their interest in the procurement via the Procurement and Contracting Hub's tender portal ProContract in order to access the Market Engagement Questionnaire (MEQ) and accompanying schedules. Interested parties can register an account on the ProContract portal and, once registered and logged in, you can express an interest in the project and access the "Market Engagement Questionnaire" page.

The Authority will be holding a virtual Market Engagement Event on the 21st of March 2023, please send a message via the ProContract portal containing a named representative, their role, email address, and contact number. An Eventbrite invitation will be sent to this individual as soon as possible.

The questionnaire and accompanying schedules, such as the draft Service Specification, can be downloaded via the portal and the questionnaire must be completed, uploaded and submitted via the portal no later than 12.00 (noon) on Friday the 24th of March 2023. Clarification questions can be sent to the Authority using the portal messaging facility up until the 21st of March 2023.

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

3 April 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