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Tender

## **PRJ1258 Diabetes Book and Learn (DBL) - Call Centre**

NHS South East London ICB

F21: Social and other specific services – public contracts

Prior information notice with call for competition

Notice identifier: 2023/S 000-010014

Procurement identifier (OCID): ocids-h6vhtk-03bcf1

Published 5 April 2023, 4:08pm

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

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

NHS South East London ICB

160 Tooley Street

London

SE1 2TZ

#### **Contact**

Mrs Oluwatoyin Omolaiye

#### **Email**

[oluwatoyin.omolaiye@nhs.net](mailto:oluwatoyin.omolaiye@nhs.net)

#### **Telephone**

+44 7471025900

#### **Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

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

**I.3) Communication**

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

<https://procontract.due-north.com/Advert/Index?advertId=6614e7df-d7b9-ed11-8120-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=6614e7df-d7b9-ed11-8120-005056b64545>

**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 (DBL) - 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**

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 their digital platform for Diabetes Type 2 patients in South London.

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

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

NUTS codes

- UKI - London

#### **II.2.4) Description of the 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 their digital platform for Diabetes Type 2 patients in South London. This partner will work in collaboration with the ICB, the digital platform provider and the DSE providers, to deliver a proactive and supportive service for people with diabetes from across south London.

The call centre provider should have the ability to mobilise in summer 2023 with a 'go live' date of 1/10/2023.

Please refer to the service specification document for further information on the service.

The estimated total contract value is £350,000. The Contract will be for an initial period of 18 Months with the possibility of two further extensions of 12 Months at the discretion of the ICB. The service is expected to commence in October 2023.

Interested organisation must express an interest via Pro-contract e-tendering portal. Bidders needs to register on Pro-contract if they are not registered already. This can be done by clicking the below link.

<https://procontract.due-north.com/Register>

Once registered, you can express an interest in this project and submit your bid via the e-tendering portal by clicking the following link to this specific project:

<https://procontract.due-north.com/Advert/Index?advertId=6614e7df-d7b9-ed11-8120-005056b64545>

Please note that bids submitted by any other means will not be considered.

#### **II.2.6) Estimated value**

Value excluding VAT: £350,000

#### **II.2.7) Duration of the contract or the framework agreement**

Duration in months

42

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of expressions of interest**

Date

5 May 2023

Local time

5:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NHS London Commercial Hub

UNEX Towers , 5 Station Street

London

E15 5DA

Country

United Kingdom

