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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): ocds-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

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

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

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

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

