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Planning

Pre-Market Engagement: Contact Centre and Telephony Solutions

NHS Business Services Authority

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-011238

Procurement identifier (OCID): ocds-h6vhtk-033283

Published 29 April 2022, 4:25pm

Section I: Contracting authority

I.1) Name and addresses

NHS Business Services Authority

Stella House, Goldcrest Way, Newburn Riverside

Newcastle upon Tyne

NE15 8NY

Contact

Commercial Services

Email

claire.gallant@nhs.net

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<http://health.atamis.co.uk>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Pre-Market Engagement: Contact Centre and Telephony Solutions

II.1.2) Main CPV code

- 64200000 - Telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The purpose of this Prior Information Notice (PIN) is to alert potential suppliers to an opportunity in relation to supply of contact centre and telephony solutions

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of this Prior Information Notice (PIN) is to alert potential suppliers to an opportunity in relation to supply of contact centre and telephony solutions. NHS Business Service Authority has a contract to cover all corporate telephony. This is due to expire over the next 18 months.

II.2.14) Additional information

It covers the following services;

- Contact Centre Services,
- Access to a new service and capability, which enables the Back Office services to make phone calls via Microsoft Teams.
- Traditional Telephony services, Non Geographic (0300) Numbers
- Unified Communications
- Mobile Voice and Data

This is a pre-tender market engagement exercise.

II.3) Estimated date of publication of contract notice

29 April 2022

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

Section VI. Complementary information

VI.3) Additional information

We are in the process of identifying a valid procurement route and the potential future structure for the strategic development of Telephony within the NHS Business Services Authority. We will use this exercise to engage with the telephony supplier market and have included suppliers from the Crown Commercial Framework RM3808 Network Services 2.

The current revenue budget is an estimated £1.7m annually. This is based on the existing Authority's technologies and cost model. However, as this is a new opportunity to the market, the Authority has an expectation to transform these services. With the transformation of the existing services, there is an expectation that efficiencies will be produced. The length of the contract is still to be decided and will be influenced by the results from the soft market engagement. This is provided for information only.

Suppliers are to be invited to attend a webinar. The webinar will provide details of our organisation and will supply more information about this tender opportunity. The date of the webinar is Wednesday 11 May at 1400. This will be followed by a Request for Information (RFI) process. Suppliers must register an interest to participate in the webinar and the RFI.

The webinar and the feedback from the RFI will allow you, as a supplier, the opportunity to provide an "art of the possible" concept for our corporate requirement. The Authority would like to understand all current, emerging and potentially futureproof contact centre technologies and anticipate this will help to enhance our corporate capability.

The RFI will include a number of questions that suppliers who have expressed an interest can submit feedback and responses to these questions. All expressions of interest to attend the webinar must be submitted by Tuesday 10 May at 12 noon. This invitation to the webinar and the RFI will be arranged using the Health e-portal. Atamis and all interested suppliers should ensure they are registered by using this link: <https://health-family.force.com/s/Welcome>. To access the documentation suppliers must search opportunities using system reference C72500 Contact Centre & Telephony Market Engagement.

This engagement exercise is mainly for information gathering, it does not guarantee any future work and all future business will be subject to procurement regulations. The market engagement processes described above does not form part of the formal procurement process. Participation in this event is voluntary, however the Authority wishes to encourage participation at this stage in order to ensure a well-informed project with transparent engagement rules. It is essential to register an interest in order to access the webinar and the RFI.