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Tender

Patient/Citizen Communications & Engagement Solutions

NHS Shared Business Services

F02: Contract notice

Notice identifier: 2021/S 000-012974

Procurement identifier (OCID): ocds-h6vhtk-02ba1f

Published 9 June 2021, 4:36pm

The closing date and time has been changed to:

16 July 2021, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

NHS Shared Business Services

Halyard Court, 31 Broadway, The Quays

Salford

M50 2UW

Contact

Aidan Woodward

Email

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://nhssbs.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=38199&B=NHSSBS

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=38199&B=NHSSBS

Tenders or requests to participate must be submitted to 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

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Patient/Citizen Communications & Engagement Solutions

Reference number

CARAS

II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

II.1.3) Type of contract

Services

II.1.4) Short description

The objective of the Patient/Citizen Communications & Engagement Solutions Framework is to enhance interactions with citizens as they access the healthcare system to ensure all patients receive reminders, alerts and support when needed. Switching to a more customer focused solution including online patient portals and patient self-service functionality will lead to more successful patient pathways and experience.

The framework aims to provide a simple, effective, efficient, and compliant route to market for the supply of communication methods to engage with patients, citizens and the workforce across NHS organisations and wider public sector bodies.

It provides access to communications, alerts, reminders, and appointment technology, through a range of communication channels with Digital First, but ensuring inclusion is maximised by offering traditional methods such as Phone, Mail and SMS. Friends and Family Test (FFT) surveys can also be commissioned.

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

Tenders may be submitted for one lot only

II.2) Description

II.2.1) Title

Lot 1 – Online (Digital) Communication

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

The provision of an automated One and Two way Internet-based online digital communication services such as smartphone applications.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 2 – E-mail

Lot No

2

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

The provision of an automated One and Two way Email service

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 3 – Short Message Service (SMS)

Lot No

3

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

The provision of an automated One and Two way mobile messaging (SMS), paging and alerting service.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 4 – Interactive Voice Response (IVR)

Lot No

4

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

The provision of an automated One and Two way IVR service

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 5 – Agent Calls

Lot No

5

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

The provision of an Agent Calls service based from a Call Centre, providing the ability to make outbound contact and respond to an incoming contact or route the contact to a predefined destination.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 6 – Hybrid Mail

Lot No

6

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

The provision of on and off-site bulk and traditional hybrid mail.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 7 – Surveys and feedback (inc. the Friends and Family Test - FFT)

Lot No

7

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

It is recognised that surveys such as FFT will predominantly be Digital First and using Online (Digital) Communication therefore the requirement is for Bidders to provide an automated

One and Two way Internet-based online digital communication services such as web based services or smartphone applications.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 8 - Two-way workforce communications

Lot No

8

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

The provision of an automated One and Two way mobile audio messaging, paging and alerting service. This service is intended to replace outdated workforce communication methods such as Fax Machines and analogue Pagers.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

II.2) Description

II.2.1) Title

Lot 9 - All-in-one Combined Solution and Advisory / Digital Transformation

Lot No

9

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

The provision of an automated One and Two way mobile audio messaging, paging and alerting service. This service is intended to replace outdated workforce communication methods such as Fax Machines and analogue Pagers.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Please refer to Procurement Documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 20

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 021-512428](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

9 July 2021

Local time

12:00pm

Changed to:

Date

16 July 2021

Local time

12:00pm

See the [change notice](#).

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 48 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 July 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The duration referenced in Section II.2.7 is for the placing of orders.

The value provided in Section II.1.5 is only an estimate. We cannot guarantee to successful suppliers any business through this framework agreement. Spend and volumes may vary throughout the life of the framework agreement from the anticipated levels given in this notice.

The Framework will be for the benefit, and on behalf, of public sector bodies, details of such bodies can be accessed at: <https://www.sbs.nhs.uk/proc-framework-agreements-support>

In addition, if provided for in the contract documents, NHS SBS may extend the scope and benefit of the Framework Agreement to private sector bodies, subject to the approval of NHS SBS. Whilst NHS SBS is not required by procurement legislation to do so, it has extended the principles of public procurement rules to provide its private sector customers with the best value and open and transparent procurement procedures.

The envisaged maximum number of participants to the framework agreement, stated in IV.1.3 is an estimate and is subject to change

Please respond through the EU Supply tender portal, tender reference; 44774 by 12:00 noon on 9th July 2021.

VI.4) Procedures for review

VI.4.1) Review body

NHS Shared Business Services

Halyard Court, 31 Broadway

Salford

M50 2UW

Email

aidan.woodward2@nhs.net

Telephone

+44 7395253735

Country

United Kingdom

Internet address

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

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

OJEU procedures include a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into. Such information should be requested from NHSSBS. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly.