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Tender

Contact Centre Solution

Northumbria Healthcare

F02: Contract notice

Notice identifier: 2024/S 000-015730

Procurement identifier (OCID): ocids-h6vhtk-045a78

Published 17 May 2024, 2:51pm

Section I: Contracting authority

I.1) Name and addresses

Northumbria Healthcare

Northumbria House, Cobalt

Newcastle upon Tyne

NE27 0Qj

Email

tyler.mcgough@nhct.nhs.uk

Country

United Kingdom

Region code

UKC21 - Northumberland

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

Tenders or requests to participate must be submitted to 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

<https://health-family.force.com/s/Welcome>

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

Contact Centre Solution

Reference number

C286015

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Procurement of a Contact centre solution for digital services - Stage 1 of restricted tender exercise

II.1.5) Estimated total value

Value excluding VAT: £180,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC21 - Northumberland

Main site or place of performance

Seaton Deval

II.2.4) Description of the procurement

Procurement of a Contact centre solution for digital services - Stage 1 of restricted tender exercise. A refresh of the current contact management solution has been identified and it is the

intention of the Trust to go out to market to evaluate innovative technologies and methods of service delivery.

The current service handles internal and external engagements across all Trust sites with call

volumes of circa 7,000 per day. This is predominately via voice, however the ability to handle SMS, web chat and robotic channels is becoming more prevalent.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £180,000

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

Duration in months

36

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

Will be shortlisted against selection questionnaire

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.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

Date

7 June 2024

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

Tender must be valid until: 5 September 2024

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Northumbria Healthcare NHS Foundation Trust

County Hall

Morpeth

NE61 2EF

Country

United Kingdom

Internet address

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