

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015730-2024>

Tender

## Contact Centre Solution

Northumbria Healthcare

F02: Contract notice

Notice identifier: 2024/S 000-015730

Procurement identifier (OCID): ocds-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](mailto: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 Deleval

#### **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/>