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Planning

## **Speak Up Helpline**

Department of Health and Social Care

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-016900

Procurement identifier (OCID): ocids-h6vhtk-0348a9

Published 21 June 2022, 12:04pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department of Health and Social Care

39 Victoria Street

London

SW1H 0EU

#### **Contact**

Julia Kirk

#### **Email**

[julia.kirk@dhsc.gov.uk](mailto:julia.kirk@dhsc.gov.uk)

#### **Telephone**

+44 2079723405

#### **Country**

United Kingdom

**NUTS code**

UKI32 - Westminster

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

Buyer's address

<https://www.gov.uk/government/organisations/department-of-health-and-social-care>

**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

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

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Speak Up Helpline

Reference number

C81358

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Department of Health and Social Care is looking to appoint a competent provider to deliver a signposting Speak up helpline and online tool for NHS and social care workers.

#### **II.1.5) Estimated total value**

Value excluding VAT: £362,500

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79900000 - Miscellaneous business and business-related services

#### **II.2.3) Place of performance**

NUTS codes

- UKI32 - Westminster

#### **II.2.4) Description of the procurement**

The Department of Health and Social Care is looking to appoint a competent provider to deliver a signposting Speak up helpline and online tool for NHS and social care workers.

Intended contract term: 12 months with the option to extend for up to 24 months.

Estimated contract value (including extensions): £162,530 (plus £200,000 as maximum value of a potential variation in years 2 & 3 of the contract, excluding VAT. Therefore, possible total value for the duration of the contract £362,530

The DHSC is issuing this early engagement to seek information and feedback from the market on the specifications and approach for this project.

For avoidance of doubt this is not a call for competition, the purpose is to advise the market on the forthcoming DHSC procurement and seek feedback from the market that may inform the final specification and/or procurement approach to the services. This market engagement process do not form part of the formal procurement process. When the formal procurement process commences any supplier may join the competition and all supplier bids will be evaluated on the same basis.

A Market Consultation Questionnaire and draft Specifications are attached to this notice.

The completed questionnaire can be returned via email [ccsinbox@dhsc.gov.uk](mailto:ccsinbox@dhsc.gov.uk) quoting 'Speak Up'. The deadline to submit the questionnaire: no later than 12th July 2022, 5pm.

## **II.3) Estimated date of publication of contract notice**

21 June 2022

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## **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