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Contract

NHS 24 - Strategic Partner supporting the Digital Transformation Strategy and Infrastructure Refresh.

NHS 24

F03: Contract award notice

Notice identifier: 2023/S 000-017438

Procurement identifier (OCID): ocds-h6vhtk-03a4fe

Published 20 June 2023, 9:26am

Section I: Contracting authority

I.1) Name and addresses

NHS 24

40 Ainslie Road, Hillington

Glasgow

G52 4RU

Contact

Alex Little

Email

Alex.little1@nhs.scot

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

www.nhs24.com

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00230

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

NHS 24 - Strategic Partner supporting the Digital Transformation Strategy and Infrastructure Refresh.

Reference number

NHS24 2023 683

II.1.2) Main CPV code

- 71311300 - Infrastructure works consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement of strategic partner to support the delivery of the Digital Transformation Strategy and Infrastructure Refresh for NHS 24.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Across NHS Scotland

II.2.4) Description of the procurement

Objectives:

It is NHS 24's objective to replace the existing CRM and telephony system with a new, reliable and flexible infrastructure platform which can act as an enabler to deliver NHS 24's strategic ambitions.

The commercial discussions around the new infrastructure will be complex and detailed. Ensuring that NHS 24 achieves value for money is another key objective given the level of public money that will be invested and a full business case will be required.

The existing telephony and CRM system has been in place for over a decade and during that time has been customised and adapted to meet various operational pressures. Unpicking the system and moving onto the replacement infrastructure will need to happen with no interruption to the 24/7 service. Ensuring a smooth exit process will be critical to the success of this work.

The final key objective is around developing the digital and online services that NHS 24 offers incorporating. This would improve the patient journey and widen the choice and opportunities for accessing the care people need. An enormous amount of work is needed to develop the offering in this evolving and fast paced environment.

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Scope of Service:

Focusing on the contact centre, a high level solution map of the requirements taken from the service has been developed. This solution agnostic view will form the basis of the requirements that the new set up will need to deliver. High level requirements have been gathered over the last few months however, no options appraisal or soft market testing has taken place. The solutions map highlights the interrelated nature of the current set up and it is anticipated there will be a need to integrate the replacement technologies.

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A Programme Director would be expected to run the programme and be responsible for the success of the implementation. They would sit on, and integrate with, the Executive Management Team, acting as a critical friend and driving the delivery of the programme. They would bring technical expertise and experience to liaise with potential suppliers, while being able to translate those discussions for the technical people highlighting the

key risks and benefits. It is expected the Programme Director would agree the resource requirements from a mix of internal and external resources and develop the delivery plan as soon as possible.

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The ICT and Project Team are focused mainly on the business as usual work. It is anticipated that the digital transformation programme will come to dominate the work across the whole organisation as it moves towards the implementation phase. Developing the in-house teams and ensuring a comprehensive knowledge transfer is a key component of the tender.

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The scope of the work will cover evaluating the existing ICT hardware / infrastructure, software and ICT services that are mainly embedded within two managed service contracts that end October and November 2025. There are practical decisions required as to how best to provide those services going forward including which software is used, particularly, but not exclusively, for a CRM system and the infrastructure it sits on. The strategic partner will support NHS 24 through the end to end process from requirements gathering; developing the full business case; procurement; the end of our existing contract; to implementation and early life support of the new infrastructure. It is anticipated this will be completed by March 2026.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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 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

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: [2023/S 000-008227](#)

Section V. Award of contract

Contract No

NHS24/2023/690

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 June 2023

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 6

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 6

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Resulting Ltd

2 Winmarleigh Street

Warrington

WA1 1NB

Telephone

+44 7714711155

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,000,000

Section VI. Complementary information

VI.3) Additional information

Note: The values indicated in section II 1.5 are indicative of the potential full agreement value up to March 2026.

These values should not be considered as definite and or as a commitment.

(SC Ref:735969)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Edinburgh

Country

United Kingdom