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Tender

Patient/Citizen Communication, Engagement and Hybrid Mail Solutions

NHS Shared Business Services Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-017717

Procurement identifier (OCID): ocds-h6vhtk-050972

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Scope

Reference

SBS10521

Description

One-and two-way communications through a range of solutions and communication channels; digital (online) communications, email, SMS, interactive voice response (IVR), agent calls, hybrid mail, surveys & feedback (e.g., NHS Friends and Family Test (FFT) and workforce communications.

Lot Structure

- Lot 1 - Digital Communications

Digital communications including patient portals, Artificial Intelligence, and appointment

management

- Lot 2 - Messaging

Digital messaging including SMS, Whats App etc

- Lot 3 - Voice

Agent calls & IVR

- Lot 4 - Hybrid Mail

Digital first Hybrid Mail solutions

- Lot 5 - Patient Experience

FFT Surveys & Patient Feedback

- Lot 6 - Workforce Communications

Workforce communications including paging and digital smart badges

- Lot 7 - Combined Solutions

End to end solution encompassing elements from any Lot which the customer can build from the modularised Lot structure

Commercial tool

Establishes a framework

Total value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 7 January 2026 to 6 January 2030
- 4 years

Main procurement category

Services

CPV classifications

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64000000 - Postal and telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Lot constraints

Description of how multiple lots may be awarded:

All Lots can be awarded. Lot 7 requirement is that suppliers are awarded to 2 or more Lots to be awarded a place on Lot 7 and provide Combined Solutions

Lot 1. Digital (Online) Communication

Description

The provision of automated One- and Two-way Internet-based online digital communication services such as patient portals and smartphone applications. Managing outgoing and incoming documents and data in a digital format. Introduce new working practices, technologies, and innovation to improve document and data workflow. Easily access all information for example, via a single log in or system so that all communications can be collaborated and accessed via a single solution.

Lot value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Messaging

Description

The provision of an automated One Way and Two Way Digital Messaging, SMS, paging and alerting service. The solutions shall be capable of handling inbound/outbound messaging, scheduling communications, using templates and providing data analytics.

Lot value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Voice

Description

The provision of an Agent Calls service based on a Call Centre, providing the ability to make

outbound contact and respond to an incoming contact or route the contact to a predefined destination. There is also provision of a One Way and Two Way automated IVR service including intelligent call routing and patient self-service.

Lot value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Hybrid Mail

Description

The provision of on-site and off-site bulk hybrid mail, including traditional and electronic options. Solutions shall provide digital alternatives to physical print, providing use of templates and electronic data management processes. The platforms shall be self-service with the ability to schedule communications and volume-based deviation alerting.

Lot value (estimated)

- £250,000,000 excluding VAT

- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Patient/Citizen Experience

Description

It is recognised that surveys such as Friends and Family Test Service (FFT) will predominantly be Digital First and using Online (Digital) Communication therefore the requirement is for Bidders to provide automated One and Two way Internet-based online digital communication services such as web based services or smartphone applications. The solutions shall ensure GDPR compliance, and provide anonymous feedback processing for discharged patients.

Lot value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section,

because they are the same for all lots.

Lot 6. Workforce Communications

Description

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. Solutions shall be capable of handling inbound and outbound communications with scheduling of communications and analytics.

Lot value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. Combined Solutions

Description

The provision of an end-to-end communication combined solution. To qualify for the Lot

suppliers must be awarded to 2 or more Lots to offer a combined solution which encompasses a full-service catalogue, ideally to provide an end to end one stop solution.

Lot value (estimated)

- £250,000,000 excluding VAT
- £300,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

2%

Further information about fees

We apply an NCIS (NHS Contracted Income Stream) levy to all sales under our Frameworks, which underpins the funding and investment for our contracting routes and category support to the NHS. This levy is applied as a percentage fee within the Frameworks between the Authority and the Supplier.

Please see the Corporate Requirements document within the Key Attachments section of the SAP Ariba Sourcing Event for further details.

Justification for framework term over 4 years

4 year framework

Framework operation description

There are two procurement routes for an Approved Organisation that wishes to use this Framework.

A competitive process between the Suppliers in the relevant Lot, which may be preceded by a capability assessment, or an award without a competitive process to particular Supplier(s)

Schedule 7 of the Framework explains the rules for both a competitive selection process and an award without a competitive process.

A competitive selection process is the default ordering procedure under this Framework.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

NHS Shared Business Services act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new. These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework.

NHS Shared Business Services Limited (NHS SBS) intends to put in place a Framework Agreement for the provision of Interpretation & Translation Services for Healthcare to be used by NHS SBS Approved Organisations.

Our Approved Organisation list can be found on:

<https://www.sbs.nhs.uk/services/framework-agreements-categories/>

Contracting authority location restrictions

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Participation

Legal and financial capacity conditions of participation

Lot 1. Digital (Online) Communication

Lot 2. Messaging

Lot 3. Voice

Lot 4. Hybrid Mail

Lot 5. Patient/Citizen Experience

Lot 6. Workforce Communications

Lot 7. Combined Solutions

Please see the procurement documentation

Technical ability conditions of participation

Lot 1. Digital (Online) Communication

Lot 2. Messaging

Lot 3. Voice

Lot 4. Hybrid Mail

Lot 5. Patient/Citizen Experience

Lot 6. Workforce Communications

Lot 7. Combined Solutions

Please see the procurement documentation

Particular suitability

Lot 1. Digital (Online) Communication

Lot 2. Messaging

Lot 3. Voice

Lot 4. Hybrid Mail

Lot 5. Patient/Citizen Experience

Lot 6. Workforce Communications

Lot 7. Combined Solutions

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

19 May 2025, 5:00pm

Tender submission deadline

4 June 2025, 12:00pm

Submission address and any special instructions

Tenders must be submitted via SAP Ariba via the following link:

<https://discovery.ariba.com/rfx/22997694>

To access all information and submit a response in relation to this opportunity, please click the 'Respond to Posting' button on the Discovery Posting link above. Potential bidders will then be asked to either login or register for an Ariba Network account. Once registration has been completed, potential bidders will be directed to the Event Page.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

3 October 2025

Award criteria

Name	Type	Weighting
Quality	Quality	70%
Pricing	Price	20%
Social Value	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

The Authority has carried out preliminary market engagement. A Prior Information Notice (P.I.N.) under the Public Contracts Regulations 2015 was published on 4th October 2024 on the Find a Tender Service (<https://www.find-tender.service.gov.uk/Notice/031878-2024>) and a formal Request for Information (RFI) issued. Meetings with potential suppliers were subsequently held. In carrying out preliminary market engagement the Authority is satisfied that:

- (a) suppliers who participated in the preliminary market engagement have not been put at an unfair advantage, and
- (b) competition in relation to the award of the public contract is not otherwise distorted.

Contracting authority

NHS Shared Business Services Limited

- Companies House: 05280446
- Public Procurement Organisation Number: PDVT-6171-VHCX

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Region: UKH23 - Hertfordshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)