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Planning

National Contact Centre

NHS Blood and Transplant

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-019792

Procurement identifier (OCID): ocids-h6vhtk-04785b

Published 28 June 2024, 12:11pm

Section I: Contracting authority

I.1) Name and addresses

NHS Blood and Transplant

203 Longmead Rd, Avon

Bristol

BS16 7FG

Contact

Louise Davenhill

Email

louise.davenhill@nhsbt.nhs.uk

Country

United Kingdom

Region code

UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Internet address(es)

Main address

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

Buyer's address

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

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

Other type

NHS

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Contact Centre

Reference number

C238100

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of an omni channel National Contact Centre (NCC) solution focused on providing the right solution for our existing and prospective donors via their channel of their choice at a time of their choosing

II.1.5) Estimated total value

Value excluding VAT: £35,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

NHSBT is seeking the provision of an omni channel National Contact Centre (NCC) solution focused on providing the right solution for our existing and prospective donors via their channel of their choice at a time of their choosing.

We are looking for any potential provider to be able to demonstrate a strong record in delivering an integrated omni channel services including inbound and outbound calls, interactive messaging, social media, push messaging along with any experience of delivering effective channel deflection and digital solutions to meet the needs of a large and dedicated donor base, seamlessly facilitating the needs of existing and prospective Whole Blood, Plasma, Platelets and NHS Organ Donor Register (ODR) service users.

We are seeking discussions with suppliers to be able to provide NHSBT with best practice in the industry with regards to contact centre solutions to drive high quality, efficient and appropriate contacts with our Blood and Organ Donors, with recognition of the critically important role our service delivery provides in maintaining stocks across the NHS.

Contacts relate to appointment booking, queries, new donor registration, online technical support, administration and update of existing donor records and medical issues including responses to marketing campaigns. Effective Donor complaint handling and integration with current and future NHSBT systems.

** this is an updated prior information notice to inform of a change in timelines following the initial market engagement, please see new Estimated timeline below*****

Procurement Activity Timescales

Prior Information Notice (PIN) January 2024 & June 2024

Initial Supplier Engagement Day February 2024

Engagement with internal stakeholders April/May 2024

Draft specification completed July 2024

Prepare Invitation to Tender (ITT) Pack July- Nov 2024

Final Specification completed October 2024

Internal Approval to Proceed to Tender August – October 2024

Tender (ITT Issued) November 2024

Tender Evaluation January -April 2025

Approval to Proceed to Contract Award (FBC) April – May 2025

Standstill Period May 2025

Contract Award July 2025

Contract drafting Signature July 2025

Implementation (including IQ / OQ / PQ) August 25 – January 2026

Full go-live of new contract February 2026

II.3) Estimated date of publication of contract notice

31 July 2025

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: No