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Planning

## **UHB CRM Solution - Market Engagement**

University Hospitals Birmingham NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-026523

Procurement identifier (OCID): ocids-h6vhtk-049234

Published 20 August 2024, 3:30pm

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

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

University Hospitals Birmingham NHS Foundation Trust

Queen Elizabeth Hospital Birmingham

Birmingham

B15 2GW

#### **Contact**

Abdul Alim

#### **Email**

[abdul.alim@uhb.nhs.uk](mailto:abdul.alim@uhb.nhs.uk)

#### **Country**

United Kingdom

#### **Region code**

UKG3 - West Midlands

**Internet address(es)**

Main address

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

Buyer's address

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

**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**

Body governed by public law

**I.5) Main activity**

Health

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**Section II: Object**

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

**II.1.1) Title**

UHB CRM Solution - Market Engagement

Reference number

PROC.08.0714

**II.1.2) Main CPV code**

- 48445000 - Customer Relation Management software package

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

Supplies

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

University Hospitals Birmingham NHS Foundation Trust (UHB) is one of the largest teaching hospital Trusts in England and the West Midlands, serving a regional, national, and international population. It includes Birmingham Heartlands Hospital, Birmingham Chest Clinic, Good Hope Hospital, the Queen Elizabeth Hospital Birmingham, Solihull Hospital, and various Community Services. We also run several smaller satellite units, allowing people to be treated as close to home as possible.

As an NHS organisation, UHB will see and treat more than 2.2 million people every year across our sites UHB currently employs over 25,000 members of staff and we are committed to investing in their development and their health and wellbeing.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKG - West Midlands (England)

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

This Prior Information Notice (PIN) outlines the requirements for a Customer Relationship Management (CRM) solution to be implemented by Health Innovation West Midlands at University Hospitals Birmingham NHS Foundation Trust (UHB) located in Birmingham and Solihull, England.

Requirements are further detailed within the Briefing Note document that can be found on the Atamis Procurement portal (see information listed below within additional information on how to access this).

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

29 October 2024

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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: No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Health Family Single eCommercial System Portal (Atamis) by 16:00 on Tuesday 17th September 2024.

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

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