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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): ocds-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

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

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

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

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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