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Planning

NHS 24 Contact Centre Customer Relationship Management System PIN

NHS 24

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-026695

Procurement identifier (OCID): ocds-h6vhtk-03fb63

Published 8 September 2023, 4:07pm

Section I: Contracting authority

I.1) Name and addresses

NHS 24

Golden Jubilee National Hosp, Agamenmon Street

Glasgow

G81 4DY

Contact

Jim Binnie

Email

jim.binnie@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.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://www.publiccontractsscotland.gov.uk/Default.aspx>

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 Contact Centre Customer Relationship Management System PIN

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NHS 24 is exploring options for replacement information technology solutions to deliver functionality of IT systems generically known as Customer Relationship Management (CRM). This soft market test is being conducted to determine what solutions may be available, determine the scope of any future procurement to enable the delivery of a suitable replacement for NHS 24's current CRM solution and to ascertain indicative costs. The information to be provided will help us better understand the current and developing market and to consider the way forward.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

NHS 24 is exploring options for replacement information technology solutions to deliver functionality of IT systems generically known as Customer Relationship Management (CRM). This soft market test is being conducted to determine what solutions may be available, determine the scope of any future procurement to enable the delivery of a suitable replacement for NHS 24's current CRM solution and to ascertain indicative costs.

NHS 24 wishes to establish the marketplace for suitably qualified suppliers to provide services relating to leading Contact Centre and CRM Platforms including:

- Technical platform implementation, maintenance, and support
- Customisation of workflows and process automations
- OMNI-channel ready, including high availability/high resilience.
- Availability of 'Out-of-the-box' Management Information and Business Intelligence
- Integration with other systems both internal and external (including Business Intelligence, Predictive Analytics and Workforce Management)

NHS 24 are interested in hearing from suppliers of both Contact Centre (CC) and Customer Relationship Management (CRM) solutions, though we are looking for a single bid and expect details of how an integrated CC/CRM solution would be provided.

II.2.14) Additional information

A questionnaire has been attached to this notice. Please complete and respond as per the instructions in the

document. This is a market testing exercise which will allow the Authority to consider future options in this area.

II.3) Estimated date of publication of contract notice

30 January 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: Yes

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=744259.

(SC Ref:744259)