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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](mailto:jim.binnie@nhs.scot)

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

[www.nhs24.com](http://www.nhs24.com)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00230](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

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## **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

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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: Yes

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## **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](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=744259).

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