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Contract

## **Patient/Citizen Communications & Engagement Solutions**

NHS Shared Business Services

F03: Contract award notice

Notice identifier: 2021/S 000-028618

Procurement identifier (OCID): ocds-h6vhtk-02ba1f

Published 16 November 2021, 3:55pm

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

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

NHS Shared Business Services

Halyard Court, 31 Broadway, The Quays

Salford

M50 2UW

#### **Contact**

Aidan Woodward

#### **Email**

[aidan.woodward2@nhs.net](mailto:aidan.woodward2@nhs.net)

#### **Telephone**

+44 7395253735

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**National registration number**

05280446

**Internet address(es)**

Main address

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

Buyer's address

<https://nhssbs.eu-supply.com/ctm/Company/CompanyInformation/Index/39>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Other type

Joint Venture between the Department of Health and Sopra Steria

**I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

Patient/Citizen Communications & Engagement Solutions

Reference number

SBS10175

#### **II.1.2) Main CPV code**

- 64000000 - Postal and telecommunications services

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

Services

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

NHS SBS is seeking to put in place a comprehensive framework agreement for the supply of Patient Communications & Engagement Solutions.

The framework aims to provide a simple, effective, efficient, and compliant route to market for the supply of communication methods to engage with patients, citizens and the workforce across NHS organisations and wider public sector bodies. It provides access to communications, alerts, reminders, and appointment technology, through a range of communication channels with Digital First, but ensuring inclusion is maximised by offering traditional methods such as Phone, Mail and SMS. Friends and Family Test (FFT) surveys can also be commissioned.

The framework is in response to the need within the NHS for better pre and post appointment communications, supporting healthcare professionals to provide effective clinical care while improving clinical efficiency and safety to drive increases in patient satisfaction.

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

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £250,000,000

## **II.2) Description**

### **II.2.1) Title**

Lot 1 – Online (Digital) Communication

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

NHS SBS is seeking to put in place a comprehensive framework agreement for the supply of Patient Communications & Engagement Solutions.

The framework aims to provide a simple, effective, efficient, and compliant route to market for the supply of communication methods to engage with patients, citizens and the workforce across NHS organisations and wider public sector bodies. It provides access to communications, alerts, reminders, and appointment technology, through a range of communication channels with Digital First, but ensuring inclusion is maximised by offering traditional methods such as Phone, Mail and SMS. Friends and Family Test (FFT)

surveys can also be commissioned.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 2 – E-mail

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of an automated One and Two way Email service

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2) Description**

#### **II.2.1) Title**

Lot 3 – Short Message Service (SMS)

Lot No

3

#### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system

- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of an automated One and Two way mobile messaging (SMS), paging and alerting service.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 4 – Interactive Voice Response (IVR)

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of an automated One and Two way IVR service

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**



## Lot 5 – Agent Calls

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of an Agent Calls service based from a Call Centre, providing the ability to make outbound contact and respond to an incoming contact or route the contact to a predefined destination.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 6 – Hybrid Mail

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of on and off-site bulk and traditional hybrid mail.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 7 – Surveys and feedback (inc. the Friends and Family Test - FFT)

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

It is recognised that surveys such as FFT will predominantly be Digital First and using Online (Digital) Communication therefore the requirement is for Bidders to provide an automated One and Two way Internet-based online digital communication services such as web based services or smartphone applications.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 8 - Two-way workforce communications

Lot No

8

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment
- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of an automated One and Two way mobile audio messaging, paging and alerting service. This service is intended to replace outdated workforce communication methods such as Fax Machines and analogue Pagers.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: 20%

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Lot 9 - All-in-one Combined Solution and Advisory / Digital Transformation

Lot No

9

### **II.2.2) Additional CPV code(s)**

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 32260000 - Data-transmission equipment

- 32500000 - Telecommunications equipment and supplies
- 32570000 - Communications equipment
- 32573000 - Communications control system
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

M50 2UW

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

The provision of an automated One and Two way mobile audio messaging, paging and alerting service. This service is intended to replace outdated workforce communication methods such as Fax Machines and analogue Pagers.

### **II.2.5) Award criteria**

Price

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

Awarded parties must be awarded to 3+ individual Lots to satisfy the criteria of becoming awarded to Lot 9.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-012974](#)

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## **Section V. Award of contract**

### **Contract No**

1

### **Lot No**

1

### **Title**

Lot 1 – Online (Digital) Communication

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 17

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 17

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

4Net Technologies

3 Scholar Green Road, Cobra Court, Stretford

Manchester



M32 0TR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

346428068

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

ACF Technologies (UK) Limited

Technology House, 48-54 Goldsworth Road

Woking

GU21 6LE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

141876420

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Advanced Digital Innovation (UK) Limited

Salts Mill, Victoria Road, Saltaire, West Yorkshire

Saltaire

BD18 3LA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218774299

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

DrDoctor

123a Maidenhead Roa

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218501271

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

EBO.AI (UK) LTD

St. Crispin House, St. Crispin Way

Rossendale

BB4 4PW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

224338569

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Forth Communication Ltd

2-4 Balloo Avenue

Bangor

BT19 7QT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

500279468

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Fusion Practices Limited

Unit 6083, 6th Floor, Aldgate Tower, 2 Leman Street,

London

E1 8FA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

216320371

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Infinite Convergence Solutions Inc

16 Upper Woburn Place

London

WC1H 0AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

022904785

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Netcall Technology Limited

Suite 203 Bedford Heights Brickhill Drive, Bedford, Bedfordshire

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

294785803

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Quadient UK Ltd

3rd Floor Press Centre, 14 East Bay Lane

London

E15 2GW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

770080364

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Service Level Management Ltd

Broom House 39/43 London Road, Hadleigh, Essex

Hadleigh

SS7 2QL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

584948624

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Synertec Limited

2 Chelston Business Park, Castle Road, Wellington

Wellington

TA21 9JQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

237228965

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United States

NUTS code

- US - United States

National registration number

078455294

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000



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## **Section V. Award of contract**

### **Contract No**

2

### **Title**

Lot 2 – E-mail

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 17

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 17

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

4Net Technologies

3 Scholar, Green Road, Cobra Court, Stretford

Manchester

M32 0TR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

346428068

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

ACF Technologies (UK) Limited

Technology House, 48-54 Goldsworth Road

Woking

GU21 6LE

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

141876420

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

British Telecommunications Plc

81 Newgate St

London

EC1A 7AJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

227015716

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Content Guru

Radius Court, Eastern Road, Bracknell, Berkshire

Bracknell

RG12 2UP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

348551214

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Doxim Striata Ltd

Unit 2 Crown Business Centre, High Street, Seal

Kent

TN15 OAJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

226125583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

DrDoctor

123a Maidenhead Road

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218501271

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Forfront Limited

Paternoster House, 65 St Paul's Churchyard

London

EC4M 8AB

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

236485004

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Forth Communication Ltd

2-4 Balloo Avenue

Bangor

BT19 7QT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

500279468

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Infinite Convergence Solutions Inc

16 Upper Woburn Place

London

WC1H 0AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

022904785

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Netcall Technology Limited

Suite 203, Bedford Heights Brickhill Drive, Bedford, Bedfordshire

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

294785803

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Service Level Management Ltd

Broom House, 39/43 London Road, Hadleigh, Essex

Essex

SS7 2QL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

584948624



The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Synertec Limited

2 Chelston Business Park, Castle Road, Wellington

Wellington

TA21 9JQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

237228965

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United States

NUTS code

- US - United States

National registration number

078455294

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

---

## **Section V. Award of contract**

### **Contract No**

3

### **Lot No**

3

### **Title**

Lot 3 – Short Message Service (SMS)

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

1 November 2021

### **V.2.2) Information about tenders**

Number of tenders received: 19

Number of tenders received from SMEs: 12

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 19

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

British Telecommunications Plc

81 Newgate St

London

EC1A 7AJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

227015716

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Content Guru

Radius Court, Eastern Road, Bracknell, Berkshire

Bracknell

RG12 2UP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

348551214

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

DrDoctor

123a Maidenhead Road

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218501271

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

FireText Communications Ltd

Tremough Innovation Centre, Penryn, Cornwall

Penryn

TR10 9TA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

210027763

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Forth Communication Ltd

2-4 Balloo Avenue

Bangor

BT19 7QT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

500279468

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Infinite Convergence Solutions Inc

16 Upper Woburn Place

London

WC1H 0AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

022904785

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Link Mobility

Cross House, 8 Duncannon Street

London

WC2N 4JF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

238806439

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Netcall Technology Limited

Suite 203, Bedford Heights Brickhill Drive, Bedford, Bedfordshire

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

294785803

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Quadient UK Ltd

3rd Floor, Press Centre, 14 East Bay Lane

London

E15 2GW



Country

United Kingdom

NUTS code

- UK - United Kingdom

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770080364

The contractor is an SME

No

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Service Level Management Ltd

Broom House, 39/43 London Road, Hadleigh

Essex

SS7 2QL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

584948624

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Synertec Limited

2 Chelston Business Park, Castle Road, Wellington

Wellington

TA21 9JQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

237228965

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

---

## **Section V. Award of contract**

### **Contract No**

4

### **Lot No**

4

### **Title**

Lot 4 – Interactive Voice Response (IVR)

A contract/lot is awarded: Yes

## **V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

1 November 2021

**V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received from SMEs: 5

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 7

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

4Net Technologies

3 Scholar Green Road, Cobra Court, Stretford

Manchester

M32 0TR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

346428068

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

British Telecommunications Plc

81 Newgate St

London

EC1A 7AJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

227015716

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Content Guru

Radius Court, Eastern Road, Bracknell, Berkshire

Bracknell

RG12 2UP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

348551214

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Charles Novacraft Direct Limited

Seebeck House, 1 Seebeck Place, Knowlhill

Milton Keynes

MK5 8FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

236039124

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

---

## **Section V. Award of contract**

### **Contract No**

5

### **Lot No**

5

### **Title**

Lot 5 – Agent Calls

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**



Charles Novacroft Direct Limited

Seebeck House, 1 Seebeck Place, Knowlhill

Milton Keynes

MK5 8FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

236039124

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

078455294

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

---

## **Section V. Award of contract**

### **Contract No**

6

### **Lot No**

6

### **Title**

Lot 6 – Hybrid Mail

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 12

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 12

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

CFH Docmail Limited

St Peter's Park, Westfield, Radstock

Radstock

BA3 3UP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

229564810

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Civica UK Ltd

Southbank Central, 8th Floor, 30 Stamford Street

London

SE1 9LQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

291283976

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

DrDoctor

123a Maidenhead Road

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218501271

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Forth Communication Ltd

2-4 Balloo Avenue

Bangor

BT19 7QT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

500279468

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

MBA Group Ltd

MBA House, Garman Road

London

N17 0HW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

503189680

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Quadient UK Ltd

3rd Floor, Press Centre, 14 East Bay Lane

London

E15 2GW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

770080364

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Service Level Management Ltd

Broom House, 39/43 London Road, Hadleigh

Essex

SS7 2QL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

584948624

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Synertec Limited

2 Chelston Business Park, Castle Road

Wellington

TA21 9JQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

237228965

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Webpost Ltd

Sucklings Yard, Church Street

Ware

SG12 9EN

Country

United Kingdom

NUTS code



- UK - United Kingdom

National registration number

218566521

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

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## **Section V. Award of contract**

### **Contract No**

7

### **Lot No**

7

### **Title**

Lot 7 – Surveys and feedback (inc. the Friends and Family Test - FFT)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 16

Number of tenders received from SMEs: 8

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 16

The contract has been awarded to a group of economic operators: Yes

**V.2.3) Name and address of the contractor**

4Net Technologies

3 Scholar Green Road, Cobra Court, Stretford

Manchester

M32 0TR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

346428068

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

British Telecommunications Plc

81 Newgate St

London

EC1A 7AJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

227015716

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Civica UK Ltd

Southbank Central, 8th Floor, 30 Stamford Street

London

SE1 9LQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

291283976

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Content Guru

Radius Court, Eastern Road, Bracknell, Berkshire

Bracknell

RG12 2UP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

348551214

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

DrDoctor

123a Maidenhead Road

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218501271

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

EBO.AI (UK) LTD

St. Crispin House, St. Crispin Way, Rossendale

Rossendale

BB4 4PW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

224338569

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Medallia, Inc

575 Market Street, Suite 1850, San Francisco

San Francisco

CA 94105

Country

United States

NUTS code

- US - United States

National registration number

086713372

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Netcall Technology Limited

Suite 203 Bedford Heights Brickhill Drive, Bedford, Bedfordshire

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

294785803

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Synertec Limited

2 Chelston Business Park, Castle Road

Wellington

TA21 9JQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

237228965

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United States

NUTS code

- US - United States

National registration number

078455294

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000



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## **Section V. Award of contract**

### **Contract No**

8

### **Lot No**

8

### **Title**

Lot 8 - Two-way workforce communications

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

Infinite Convergence Solutions Inc

16 Upper Woburn Place

London

WC1H 0AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

022904785

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Multitone Electronics PLC

Multitone House, Shortwood Copse Lane, Basingstoke

Hampshire

RG23 7NL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

210209987

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United States

NUTS code

- US - United States

National registration number

078455294

The contractor is an SME

No

### **V.2.3) Name and address of the contractor**

Vocera Communications, Inc.

100 Longwater Avenue, Green Park

Reading

RG2 6GP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

017507091

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United States

NUTS code

- US - United States

National registration number

078455294

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

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**Section V. Award of contract**

**Contract No**

9

**Lot No**

9

## **Title**

Lot 9 - All-in-one Combined Solution and Advisory / Digital Transformation

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

1 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 35

Number of tenders received from SMEs: 18

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 35

The contract has been awarded to a group of economic operators: Yes

#### **V.2.3) Name and address of the contractor**

4Net Technologies

3 Scholar Green Road, Cobra Court, Stretford

Manchester

M32 0TR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

346428068

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

British Telecommunications Plc

81 Newgate St

London

EC1A 7AJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

227015716

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Conduent Business Process Solutions

Ground Floor, One George Yard

London

EC3V 9DF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

080342931

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Content Guru

Radius Court, Eastern Road, Bracknell, Berkshire

Bracknell

RG12 2UP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

348551214

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

DrDoctor

123a Maidenhead Road

Windsor

SL4 5EY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

218501271

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Forth Communication Ltd

2-4 Balloo Avenue

Bangor

BT19 7QT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

500279468

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**



Healthcare Communications UK

5 St John's Lane

London

EC1M 4BH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

735713583

The contractor is an SME

Yes

### **V.2.3) Name and address of the contractor**

Infinite Convergence Solutions Inc

16 Upper Woburn Place

London

WC1H 0AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

022904785

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Netcall Technology Limited

Suite 203, Bedford Heights Brickhill Drive, Bedford, Bedfordshire

Bedford

MK41 7PH

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

294785803

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Quadient UK Ltd

3rd Floor, Press Centre, 14 East Bay Lane

London

E15 2GW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

770080364

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Service Level Management Ltd

Broom House, 39/43 London Road, Hadleigh

Essex

SS7 2QL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

584948624

The contractor is an SME

No

**V.2.3) Name and address of the contractor**

Synertec Limited

2 Chelston Business Park, Castle Road, Wellington

Wellington

TA21 9JQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

237228965

The contractor is an SME

Yes

**V.2.3) Name and address of the contractor**

Talkdesk, Inc

388 Market Street, Suite 1300, San Francisco

San Francisco

CA 94111

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

078455294

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £250,000,000

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## Section VI. Complementary information

### VI.3) Additional information

? The duration referenced in Section II.2.7 is for the placing of orders.

The value provided in Section II.1.5 is only an estimate. We cannot guarantee to successful suppliers any business through this framework agreement. Spend and volumes may vary throughout the life of the framework agreement from the anticipated levels given in this notice.

The Framework will be for the benefit, and on behalf, of public sector bodies, details of such bodies can be accessed at: <https://www.sbs.nhs.uk/proc-framework-agreements-support>

In addition, if provided for in the contract documents, NHS SBS may extend the scope and benefit of the Framework Agreement to private sector bodies, subject to the approval of NHS SBS. Whilst NHS SBS is not required by procurement legislation to do so, it has extended the principles of public procurement rules to provide its private sector customers with the best value and open and transparent procurement procedures.

The envisaged maximum number of participants to the framework agreement, stated in IV.1.3 is an estimate and is subject to change

### VI.4) Procedures for review

#### VI.4.1) Review body

NHS Shared Business Services

Halyard Court, 31 Broadway

Salford

M50 2UW

Email

[aidan.woodward2@nhs.net](mailto:aidan.woodward2@nhs.net)

Country

United Kingdom

Internet address

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

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

? PCR compliant (FTS) procedures include a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to bidders. This period allows unsuccessful bidders to seek further debriefing from the contracting authority before the contract is entered into. Such information should be requested from NHSSBS. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly.