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Planning

## **Patient Communication & Engagement Solutions 2 (SBS10521)**

N H S Shared Business Services Limited

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-031878

Procurement identifier (OCID): ocds-h6vhtk-04a5e0

Published 4 October 2024, 12:16pm

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

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

N H S Shared Business Services Limited

Three Cherry Trees Lane

Hemel Hempsted

HP2 7AH

#### **Email**

[nsbs.digital@nhs.net](mailto:nsbs.digital@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Companies House**

05280446

**Internet address(es)**

Main address

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

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://discovery.ariba.com/rfx/21155119>

Additional information can be obtained from the above-mentioned address

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

Other type

Public Sector Framework Provider <https://www.sbs.nhs.uk/nhs-sbs-about-us>

### **I.5) Main activity**

Health

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Patient Communication & Engagement Solutions 2 (SBS10521)

Reference number

SBS10521

#### II.1.2) Main CPV code

- 64000000 - Postal and telecommunications services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

NHS Shared Business Services Limited (NHS SBS) act in an Agency capacity for and on behalf of its customers (Approved Organisations) - existing and new. These comprise of NHS and Social Care organisations (whether acting individually, or on behalf of, or together as members of any consortia) along with any other public or private sector bodies which NHS SBS authorises to use the resulting Framework

NHS SBS intends to put in place a Framework Agreement for the provision of Patient Communication & Engagement Solutions 2 and related Goods and Services for Healthcare to be used by NHS SBS Approved Organisations.

Our Approved Organisation list can be found on:

<https://sbs.nhs.uk/proc-framework-agreements-support>

We are committed to working with suppliers who are dedicated to Sustainability and Social Value and there will be a significant weighting on these elements in the tender.

#### II.1.5) Estimated total value

Value excluding VAT: £250,000,000

#### II.1.6) Information about lots

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Lot structure is indicative at this stage and will be confirmed in any resultant Contract Notice

## **II.2) Description**

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

Digital (online) communication

Lot No

1

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

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

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

The provision of automated One- and Two-way Internet-based online digital communication services such as patient portals and smartphone applications. Managing outgoing and incoming documents and data in a digital format. Introduce new working practices, technologies, and innovation to improve document and data workflow. Easily access all information for example, via a single log in or system so that all communications can be collaborated and accessed via a single solution.

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

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework, subject to review and change, is expected to go live shortly after the expiry of

the existing Framework Agreement SBS10175 on 31/10/2025.

Please see the link at section 1.3 above for instructions on how to participate and submit responses via the SAP Ariba RFI

## **II.2) Description**

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

Messaging & SMS

Lot No

2

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

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

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

The provision of an automated One Way and Two Way Digital Messaging, SMS, paging and alerting service. The solutions shall be capable of handling inbound/outbound messaging, scheduling communications, using templates and providing data analytics.

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

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement SBS10175 on 31/10/2025

Please see the link at section 1.3 above for instructions on how to participate and submit responses via the SAPAriba RFI

## **II.2) Description**

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

Voice

Lot No

3

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

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

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

The provision of an Agent Calls service based on a Call Centre, providing the ability to make outbound contact and respond to an incoming contact or route the contact to a predefined destination. There is also provision of a One Way and Two Way automated IVR service including intelligent call routing and patient self-service.

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

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement SBS10175 on 31/10/2025.

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

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

Hybrid mail

Lot No

4

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

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

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

The provision of on-site and off-site bulk hybrid mail, including traditional and electronic options. Solutions shall provide digital alternatives to physical print, providing use of templates and electronic data management processes. The platforms shall be self-service with the ability to schedule communications and volume-based deviation alerting.

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

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement SBS10175 on 31/10/2025.

Please see the link at section 1.3 above for instructions on how to participate and submit responses via the SAPAriba RFI

## **II.2) Description**

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

Patient/Citizen Experience (FFT)

Lot No

5

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

- 32000000 - Radio, television, communication, telecommunication and related equipment

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

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

NUTS codes

- UK - United Kingdom

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

It is recognised that surveys such as Friends and Family Test Service (FFT) will predominantly be Digital First and using Online (Digital) Communication therefore the requirement is for Bidders to provide automated One and Two way Internet-based online digital communication services such as web based services or smartphone applications. The solutions shall ensure GDPR compliance, and provide anonymous feedback processing for discharged patients.

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

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement SBS10175 on 31/10/2025.

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## **II.2) Description**

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

Workforce Communications

Lot No

6

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

- 32000000 - Radio, television, communication, telecommunication and related equipment
- 64227000 - Integrated telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

### **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. Solutions shall be capable of handling inbound and outbound communications with scheduling of communications and analytics.

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

Please see description in the main contract objective on the Request for Information (RFI). Lots will be defined as an outcome of this initial market engagement PIN. The new Framework, subject to review and change, is expected to go live shortly after the expiry of the existing Framework Agreement SBS10175 on 31/10/2025.

Please see the link at section 1.3 above for instructions on how to participate and submit responses via the SAPAriba RFI

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

31 March 2025

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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

This Prior Information Notice (PIN) is to signal an intention to commence market engagement with those within the Patient Communication & Engagement Solutions market.

Please complete and return the RFI (Request for Information) that can be accessed at the link at I.3. Should you have access issues, please contact [nsbs.digital@nhs.net](mailto:nsbs.digital@nhs.net) for a digital copy.

NHS Shared Business Services Limited (NHS SBS) reserves the right to withdraw this notice at any time. NHS SBS is not bound to accept any proposals submitted by Bidders and is not liable for any costs incurred as a result of Bidders engaging with this process. This early market engagement exercise does not guarantee that a Procurement will take place and NHS SBS reserves the right to defer from any Procurement entirely.

NHS SBS intends to hold market engagement sessions during October and November 2024 with industry experts and suppliers interested in potentially bidding for the resulting Framework Agreement

NHS SBS will use an eSourcing system for any procurement activity taken subsequent to this PIN and reserves the right to use an electronic auction. The eSourcing system we will use is SAP Ariba.

Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a Framework Agreement if invited to do so.

The value in II.1.5 is an indicative value over multiple years from 01/11/2025

The date in II.3) is the estimated date of publication, please monitor Find a Tender Service <https://www.find-tender.service.gov.uk/Search> for the publication of the relevant high value contract notice.