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Planning

R&M171 Voice of the Customer - Market Engagement

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-032352

Procurement identifier (OCID): ocds-h6vhtk-0305d7

Published 24 December 2021, 3:57pm

Section I: Contracting authority

I.1) Name and addresses

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

Nobel House, 17 Smith Square

London

SW1P 3JR

Contact

Procurement Operations

Email

procurement.operations@dhsc.gov.uk

Country

United Kingdom

NUTS code

UKI32 - Westminster

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

Buyer's address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

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

<http://health.atamis.co.uk>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

R&M171 Voice of the Customer - Market Engagement

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

The UKHSA is seeking to engage with the market in order to gain knowledge & understanding regarding the range of potential solutions and best in class approaches to Voice of the Customer programmes that provide continuous customer experience feedback, in advance of a potential sourcing project to procure a suitably qualified supplier (or suppliers) to develop, alongside the Insight team, a new VoTC programme

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342311 - Customer satisfaction survey

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Nobel House, 17 Smith Square, London

II.2.4) Description of the procurement

The UK Health Security Agency wishes to explore the market, identify interest, and learn about best in class solutions from suitably qualified suppliers (or an optimal combination of suppliers) to develop and provide a Voice of the Customer programme. We're inviting initial expressions of interest and are intending to publish a Request for Information in the 1st week of Jan, which we encourage interested parties to complete. To support the development of our thinking and help to refine our requirements and shape our strategy for a potential competitive tender process we may choose to follow up on submitted RFI's with selected respondents and undertake some soft market testing. At this stage we are only undertaking preliminary market engagement. This will not be defined as negotiation and any future tender process will remain an open competitive process. These preliminary market consultations are being carried out under the provisions of Regulation 40 of the Public Contracts Regulations 2015 (SI 2015/102). Involvement in this soft market testing exercise will not preclude a participant from participating in any future tender process nor is it a pre-requirement for involvement in any forthcoming tender.

II.2.14) Additional information

The VOTC programme is UKHSA's continuous customer experience feedback programme. It is an essential tool in enabling us to monitor how customers feel about the service we provide, to spot issues and resolve them, to hold contractors to account, to understand customer experience, behaviours and the link between these, and to make improvements to our service based on research insight.

II.3) Estimated date of publication of contract notice

24 December 2021

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

The UK Health Security Agency wishes to explore the market, identify interest, best in class solutions from suitably qualified suppliers (or an optimal combination of suppliers) to develop and provide a Voice of the Customer programme. We're inviting initial expressions of interest and are intending to publish a Request for Information in the 1st week of Jan, which we encourage interested parties to complete.

We may choose to follow up on submitted RFI's with selected respondents and undertake some soft market testing, in order to refine our requirements and shape our strategy for a potential competitive tender process. At this stage we are only undertaking preliminary market engagement. This will not be defined as negotiation and any future tender process will remain an open competitive process. These preliminary market consultations are being carried out under the provisions of Regulation 40 of the Public Contracts Regulations 2015 (SI 2015/102). Involvement in this soft market testing exercise will not preclude a participant from participating in any future tender process.