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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](mailto: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

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## **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

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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**

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.