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Contract

NHS 24 Contact Centre Customer Relationship Management System

NHS 24

F03: Contract award notice

Notice identifier: 2024/S 000-036965

Procurement identifier (OCID): ocds-h6vhtk-03fb63

Published 15 November 2024, 10:32am

Section I: Contracting authority

I.1) Name and addresses

NHS 24

Lumina Building, NHS 24, 40 Ainslie Road, Hillington

Glasgow

G52 4RU

Contact

George Fletcher

Email

george.fletcher@nhs.scot

Telephone

+44 7798870171

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

www.nhs24.com

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00230

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS 24 Contact Centre Customer Relationship Management System

Reference number

NHS24/2023/755.

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

The NHS 24 Digital Transformation Programme requires replacement of several of the information technology solutions used to deliver services to patients in Scotland. This award is to appoint a service integrator and software solutions to provide an integrated Contact Centre (CC) and Customer Relationship Management (CRM) solution. These are the two main systems NHS 24 uses to interact directly with people who have urgent medical needs and are essential for us to effectively triage them safely.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £40,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 79512000 - Call centre
- 48517000 - IT software package

- 48510000 - Communication software package
- 48613000 - Electronic data management (EDM)
- 48610000 - Database systems
- 48600000 - Database and operating software package
- 48810000 - Information systems
- 48811000 - E-mail system
- 72317000 - Data storage services
- 72310000 - Data-processing services
- 72416000 - Application service providers
- 48921000 - Automation system
- 80500000 - Training services
- 45100000 - Site preparation work

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 required replacement information technology solutions to deliver functionality of IT systems generically known as Contact Centre (CC) and Customer Relationship Management (CRM).

NHS 24 has awarded a contract with a suitably qualified supplier to provide integrated CC and CRM systems and related services. This is a contract for 5 years (plus one extension of up to 2 years) for a user friendly integrated system provided as software as service and cloud hosted.

The intention is that the solution will be implemented by September 2025. It is important that the contract, solution and supplier support NHS 24 to provide safe digital services that connect the people of Scotland to the care they need. This includes supporting

innovation throughout the duration of the contract, so that we offer choice and convenience to people seeking healthcare advice.

Our mission is to provide the right care at the right place, 24/7. There are around 2m calls to NHS 24 each year and over 100m page views on the NHS Inform website. Through this contract award there is the opportunity to enhance our digital services with a modern multi-channel approach. High availability, so the people of Scotland can have confidence to reach us, all day every day, and increased flexibility to allow us to respond to the needs of people seeking healthcare advice (for example that IVR options can be changed by NHS 24 to reflect live service pressures or people can interact while on the IVR) are key considerations.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2023/S 000-036209](#)

Section V. Award of contract

Contract No

NHS242023755

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 October 2024

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

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: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Coforge UK Limited

5th Floor, 8 Fenchurch Street

London

EC3M 4AJ

Telephone

+44 7448236369

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £40,000,000

Section VI. Complementary information

VI.3) Additional information

The estimated value provided in sections II.1.7 and V.2.4 includes the initial 60 month contract period and the optional extension period of up to 24 months, plus the potential to purchase contract catalogue items during the contract.

(SC Ref:781989)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance.

However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.