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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](mailto:george.fletcher@nhs.scot)

#### **Telephone**

+44 7798870171

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.nhs24.com>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00230](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

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## **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

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## **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](#)

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## **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

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## **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](mailto: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.