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Planning

NHS24 Workforce Management Solution – Market Review PIN

NHS 24

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-067231

Procurement identifier (OCID): ocds-h6vhtk-05d107

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Section I: Contracting authority

I.1) Name and addresses

NHS 24

Glasgow

Contact

Sam Torrance

Email

sam.torrance@nhs.scot

Telephone

+44 1419515000

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.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

<https://www.publiccontractsscotland.gov.uk/>

I.4) Type of the contracting authority

Other type

NHS

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NHS24 Workforce Management Solution – Market Review PIN

Reference number

NHS24/2025/945

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

NHS24 is undertaking a market review to inform the future procurement of a Workforce Management (WFM) solution. This Prior Information Notice (PIN) is issued to engage the market and gather information from suppliers capable of delivering a modern, cloud-based WFM system that supports 24/7 operations and integrates with platforms such as Amazon Connect and Microsoft O365. The solution will support NHS24's operational needs across forecasting, scheduling, staff self-service, reporting, and integration, and must be scalable, secure, and compatible with NHS24's digital infrastructure. Suppliers are asked to complete a questionnaire responding to a set of mandatory requirements, indicating whether their solution can meet each item. NHS24 seeks to understand current market capabilities ahead of any formal procurement activity.

Suppliers must note that this Request for Information (RFI) is issued solely for the purpose of conducting market research and gathering information. It does not constitute a commitment to procure any goods or services, nor does it initiate a formal procurement process.

NHS24 reserves the right not to proceed with any procurement activity following this RFI. No down-selection of suppliers will occur based on responses to this notice.

All responses are to be provided in good faith and to the best of the supplier's knowledge. NHS24 will not reimburse any costs incurred in the preparation or submission of responses.

Information provided in response to this RFI will be treated as confidential and will not be shared with third parties without prior consent.

Participation in this market engagement exercise does not imply any advantage or disadvantage in any future procurement process. Completed questionnaires should be returned by noon, 29th October 2025.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Please see attached RFI for more detail

II.3) Estimated date of publication of contract notice

30 October 2026

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

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=813641.

(SC Ref:813641)