**PRE-PROCUREMENT CONSULTATION QUESTIONNAIRE**

**Request for Information (RFI)**

**Provision of Communication Alerts Reminder Appointment Services**

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| --- | --- |
| Organisation name: |  |
| Contact name for enquiries about this RFI |  |
| Contact position (job title): |  |
| Contact address: |  |
| Telephone No.: |  |
| Email: |  |
| Website address: |  |
| Submission Date: |  |

NHS Shared Business Services (NHS SBS) is consulting on its proposed tender to support Health and Social Care Organisations across the UK and help deliver comprehensive and effective Communication, Alerts, Reminder and Appointment Services.

The purpose of this Pre-Procurement Consultation Questionnaire is to gather information to define and develop our national procurement strategy for Digital Health solutions and to support the development of the service specification for the proposed Framework Agreement to meet the needs of Health and Social Care Organisations across the UK. This questionnaire enables NHS SBS to engage with potential providers prior to the release of any official tender documents in the Journal of the European Union (OJEU).

The aim of this questionnaire is to notify the market of our future plans and to gauge interest in this opportunity to provide Communication, Alerts, Reminder or Appointment Services. We are looking to engage with providers of Communication, Alerts, Reminder or Appointment Services for Primary, Acute and Community Healthcare in addition to integrated care solutions applicable to Social Care and wider public sector care settings.

The Lot structure of the current framework is as follows:

Lot 1 – SMS Managed Service

Lot 2 – Managed Email Solutions

Lot 3 – Interactive Voice Response (IVR)

Lot 4 – Agent Calls

Lot 5 – Hybrid Mail

Lot 6 – Internet Communication

We would particularly like any thoughts on the current Lot structure and any innovative or new Communication, Alerts, Reminder or Appointment Services in service areas that are not covered above.

Our initial market research has suggested re-structuring the procurement along the following key areas as shown in Table 1:

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| --- |
| * Inclusion of new *Lot 7: One Stop Solution* to encompass a full-service catalogue, allowing for the provision of a complete end-to-end communications combined solution. Exclusive for suppliers on 3+ Lots. |
| * Increased scope of *Lot 6: Internet Communications* to allow for a wider selection of internet-based communication technologies, services, systems and platforms including appointment management systems and patient self-service applications. |

**Table 1: Indicative structure changes for replacement Framework Agreement**

We would therefore welcome feedback on the proposals described above, identifying areas that are of interest and which reflect the latest market developments – and equally identifying areas where no change is required since there may be no likely demand.

**About NHS Shared Business Services**

NHS Shared Business Services Ltd (NHS SBS) is concerned with driving improved procurement and commercial efficiencies initially across the health economy within England to deliver highest quality patient and social care by:

* Obtaining improved quality of goods and services through the provision of world class procurement, commercial services and leverage to enable cash releasing savings that will be reinvested, to enhance the quality of patient care, their safety and also to reduce process inefficiencies and waste.
* Providing competent purchased healthcare project management support that meets the needs of our Participating Authorities.

With the objective of delivering maximum value to the Health and Social Care system NHS SBS works with its customers to aggregate demand, commit volume and ultimately deliver strong value-adding procurement solutions in the form of Framework Agreements and contracts. Our operating model provides for enhanced pre-tender engagement with the supplier base as a means of supporting this activity and ensuring maximum value is obtained from the tender and resulting Framework.

**Pre-Procurement Consultation Questionnaire**

NHS Shared Business Services would like to hear about your organisation including any views, suggestions and proposals as part of this early market engagement exercise. Responses should be answered within the text spaces below, within the word count, and must be returned as one single document. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

Please return this form, tender ref 43719, directly to Aidan Woodward, [aidan.woodward2@nhs.net](mailto:aidan.woodward2@nhs.net) by **12:00 noon on 2nd April 2021**

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| --- | --- | --- | --- |
| 1 | Please provide a summary of the Communication, Alerts, Reminder or Appointment Services you provide to the NHS or Social Care including an outline of the nature and scale of your current service delivery activities. | | |
|  | | **Word count limit 500** |
| 2 | Please describe any Communication, Alerts, Reminder or Appointment Services that would not be covered in the current Lot structure which you believe could be used by Health and Social Care customers in future. Please include any changes and impact that the coronavirus (Covid-19) pandemic may have had on Health and Social Care requirements and include any potential areas for innovation. | | |
|  | | **Word count limit 500** |
| 3 | Please review the proposed Lot structure shown in Table 1 and provide any feedback | | |
|  | | **Word count limit 300** |
| 4 | Do you have any thoughts on future requirements that Health and Social Care customers have for Communication, Alerts, Reminder or Appointment Services? Your response could cover the following;  • Reducing Did Not Attend (DNA) appointments.  • Decrease patient communication times  • Management of outgoing and incoming documents and data in a digital format.  • Improve document and data workflow | | |
|  | | **Word count limit 300** |
| 5 | What is your estimate of the size of the market in your specialist area, and what metrics do you use to measure this? Could you please describe where you feel you sit in terms of market share? | | |
|  | | **Word count limit 300** |
| 6 | Please provide an example of the pricing model(s) used to charge for your services to the Health and Social Care Organisation. | | |
|  | | **Word count limit 300** |
| 7 | Please outline how you could facilitate Communication, Alerts, Reminder or Appointment Services and what the data processing, GDPR or sub-contractor impacts may be. | | |
|  | | **Word count limit 300** |
| 8 | Please outline how you could facilitate an Internet First solution as per NHS Digital’s policy[[1]](#footnote-2). Will your future Communication, Alerts, Reminder or Appointment Services have any dependency on Health and Social Care Network (HSCN) connectivity? | | |
|  | | **Word count limit 300** |
| 9 | Are you currently on any other Framework Agreements? If so, please confirm which ones. | | |
|  | | **Word count limit 300** |
| 10 | What do you think are the key deliverables and challenges in delivering Communication, Alerts, Reminder or Appointment Services to Health and Social Care customers? You can include any information on terms and conditions that may influence your decision to apply to join this framework agreement. | | |  |
|  | | **Word count limit 300** |
| 11 | Are there any other key issues or restrictions that would make tendering for this opportunity not worthwhile? How can NHS Shared Business Services make this procurement opportunity more attractive to you? | | |
|  | | **Word count limit 300** |
| 12 | Are you are happy for us to contact you directly in relation to this market engagement exercise for additional meetings/conference calls. | | |
| *Yes* | *No* | |
| 13 | Please confirm if you are interested in bidding for this Framework Agreement and would like to be included in any future communications about the progress of this project | | |
| *Yes* | *No* | |
| 14 | Any Further Comments | | |
|  | | **Word count limit 300** |

PLEASE NOTE:

Any responses to this early market engagement exercise imply no commitment on Providers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Providers who do respond. The questionnaire and all responses received are in no way legally binding on any party.

NHS Shared Business Services reserve the right to withdraw this notice at any time. NHS Shared Business Services is not bound to accept any proposals submitted by Providers and is not liable for any costs incurred as a result of Providers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and NHS Shared Business Services reserves the right to defer from any procurement entirely.

1. <https://digital.nhs.uk/services/internet-first> [↑](#footnote-ref-2)