

Preliminary Market Engagement

Citywide Messaging

Atamis Project Reference: C419247

Pre-Market Engagement Notice

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Birmingham Community Healthcare NHS Foundation Trust (BCHC) is currently preparing to initiate a procurement exercise and intention to issue a tender opportunity for the provision of a call handling function to centrally collate, monitor, and direct messages and referrals, according to their urgency, to the BCHC Integrated Multidisciplinary Community Teams (IMTs) that form part of the Adults & Community Division. Prior to initiating the procurement, the authorities wish to establish the level of market interest in participating in the procurement process.

Trusts Overview

Birmingham Community Healthcare NHS Foundation Trust (BCHC) herein after known as the Client, was formed in 2010 and brought together 6 provider organisations across Birmingham and the Black Country as part of the Transforming Community Services strategy.

The Trust provides high quality, accessible and responsive community and specialist healthcare services within Birmingham and the West Midlands; delivering over 100 clinical services in people's homes and in over 400 health centres, clinics and hospitals for adults, children, people with learning disabilities, those with rehabilitation needs and dental services.

The Trust is split into five clinical divisions providing services to patients: Adults & Community, Children & Families, Dental Services, Learning Disabilities and Adult and Specialist Rehabilitation. BCHC also provides a health service to HMP Birmingham. These clinical services are supported by a range of corporate functions, such as human resources, finance, performance, governance, communications, risk management and patient experience.

Birmingham cluster commissioners have commissioned a proactive, integrated, multidisciplinary community service that provides well managed and coordinated, seamless, holistic care for the local population with an emphasis on prevention and reducing health inequalities with improved end of life services. It is essential that the service is patient focused and seeks to empower both patients and staff.

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1- Service Overview

Birmingham Community Healthcare NHS Foundation Trust (BCHC) is currently preparing to initiate a procurement exercise and intention to issue a tender opportunity for the provision of a call handling function to centrally collate, monitor, and direct messages and referrals, according to their urgency, to the BCHC Integrated Multidisciplinary Community Teams (IMTs) that form part of the Adults & Community Division

The Contract is for the supply of secure, accurate and professional 24 hour, 365 days a year single point of contact for health professionals and the general public. The provider will be expected to provide a call handling function to centrally collate, monitor, and direct messages and referrals, according to their urgency, to the BCHC Integrated Multidisciplinary Community Teams (IMT). The IMTs consist of District Nurses and associated therapies (Occupational Therapy and Physiotherapy), as well as a wider “virtual team” of specialist and link clinicians.

All incoming calls to the Service can be broken down into two types, defined as follows:

- **Messages** – a message is where an existing patient or health professional has some information they need to get to a member of the IMT, in all cases Messages relate to existing patients.
- **Referrals** - a referral is where the caller wishes to refer a new patient to the service; and can include a previous patient re-referring themselves.

2- Service Objectives

The provider will be required to provide a Service that is:

- Robust / Reliable
- Customer focused
- Secure
- Professional

The provider will be required to provide a Service that can:

- Manage calls according to existing pathways
- Categorised each message and referral based on its importance
- Pass on messages to designated BCHC IMT mobile phone numbers, via the agreed electronic referrals system

- Be able to support a hot transfer of calls between the designated parties and as such the provider's systems must support this functionality.
- Can reflect the operation of the IMTs - these teams operate on a day (8am-6pm), evening (6pm-10pm) and night (10pm-8am) basis, seven days a week, 365 days per year.
- Escalate any delayed messages following agreed procedure

3- How to get involved

Provider(s) who express an interest will find a copy of the draft service specification on the Find a Tender Portal, to which the Trust welcome Expressions of Interest by 16th February as there is a planned virtual Provider meeting organised for **w/c 23/02/2026**.

4- Service specification

For those Provider(s) who express an interest a copy of the draft service specification will be forwarded for comment and feedback. The Trusts welcome feedback and comments on this if these could be provided referenced as follows:

Spec point Ref	Comments

5- Social Value

The Authority's expectation is that the provider will contribute positively towards delivery of the Authority's Social Value Policy ambitions, delivering tangible and meaningful added social value outputs to the local community of Birmingham and Solihull.

The Public Services (Social Value) Act 2012 requires the Authority to have regard to economic, social and environmental implications of the tendering exercise within the local area. It will cover, looking beyond the price of each individual contract and looking at what the collective benefit to a community is when a public body chooses to award a contract.

Link to Procurement Policy Notice 06/20:

<https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

6- Match my Project

Match My Project provides a platform for businesses and the community to come together and improve their local area. It matches the resources of business with the local know-how of community organisations.

As a business, you can use the site to find community projects that need the kind of resources you can provide as well as offer any other support/resources/funds.

As suppliers to Birmingham City Council and the Birmingham and Solihull ICS, the projects you deliver via Match My Project will help demonstrate how you have delivered Social Value in the local area.

This tool is expected to be adopted by our suppliers to aid you to fulfil your Social Value commitments that forms part of the contractual arrangements.

Portal Link: <https://matchmyproject.org/birmingham>

7- Indicative Timetable

Activity	Date	Time of Day
Preliminary Market Engagement Notice Published	02/02/2026	9:00am
Deadline for Clarification Questions	09/02/2026	17:00pm
Clarification Question Trust Responses Deadline	12/02/2026	17:00pm
Deadline for Confirmation of Participation	16/02/2026	17:00pm
Confirmation of Suppliers Engagement Day	17/02/2026	17:00pm
Submit Presentation	20/02/2026	12:00pm
Supplier Engagement meetings	23/02/2026	TBC
Indicative Date for Release of the Tender	TBC	

Pre-Market Engagement Process / Presentation

Information and Guidance

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1- Introduction

The information documents provided through this premarket engagement process are being made publicly available to any organisations which are interested in the

This exercise is intended to provide potential bidders with the opportunity to review the service Specifications and to provide information regarding the solution(s) that could meet these outline requirements. This builds the Authorities commitment to engage with the market, by sharing information and seeking input from the market to enable us to develop the final specification and determine the appropriate route to market in a fair and transparent manner.

2- Disclaimer

The Authority does not warrant any of the statements made in the PME and expressly informs organisations that information given out at the PME stage is liable to change; even information set out as statements of fact.

The Authority has a duty to avoid the distortion of competition and to adhere to the procurement principles and transparency requirements required by The Health Care Services (Provider Selection Regime) Regulations 2023. It will take all necessary measures to discharge this duty, including (for example) making relevant information from this market engagement available to candidates and tenderers in a future procurement and maintaining suitable records of correspondence. Accordingly, no information supplied by the market during this engagement, either in written response or in discussion between interested organisations and the Authority as part of the market engagement process will be considered confidential or will be exempt from disclosure under the Freedom of Information Act 2000. Any future procurement will be conducted in accordance with The Health Care Services (Provider Selection Regime) Regulations 2023.

No expense in responding to this market engagement will be reimbursed by the Authority.

3- Costs

BCHC will not be liable for any costs or expenses howsoever incurred by applicants in completing and submitting their response.

4- Freedom of Information Requests

The provider acknowledges that except for any information which is exempt from disclosure in accordance with the provisions of the Freedom of Information Act, BCHC shall be responsible for determining in its absolute discretion whether any of the content of this document (including your submission) is exempt from disclosure in accordance with the provisions of the Freedom of Information Act

5- Canvassing and contacts

Provider(s) shall not in connection with this document:

- Offer any inducement, fee or reward to any officer or employee of BCHC Procurement or its member Trusts or any person acting as an advisor in connection with this document; or
- Do anything which would constitute a breach of the Bribery Act 2010; or
- Canvass any of the persons referred to above in connection with this document.

6- Confidentiality:

All information provided to providers by BCHC Procurement shall be regarded as confidential and used only to prepare a response to this document. This document remains the property of BCHC Procurement and must be returned upon demand. Applicants must not disclose the contents of the documents, other than on an "In Confidence" basis to those who have a legitimate need to know or whom they need to consult for the purpose of preparing their response.

7- Data Protection:

BCHC will collect, hold and use personal data obtained from and about the Provider(s) during the pre-market engagement process ("Personal Data"). Provider(s) agree to such Personal Data being collected, held and used in accordance with and for the purposes of administering this Market Testing Process.

The Provider(s) warrants, on a continuing basis, that it has:

- all requisite authority and has obtained and will maintain all necessary consents required under the Data Protection Regulations (which means the Data Protection Act 2018, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all relevant regulations together with any codes of conduct and guidance issued by the Information Commissioner); and

- otherwise fully complied with all its obligations under the Data Protection Regulations, in order to disclose to BSOL PC, the Personal Data, and allow BSOL PC to carry out the Procurement process. The Provider(s) shall immediately notify BSOL PC if any of the consents are revoked or changed in any way which impacts on the rights or obligations of BSOL PC in relation to such Personal Data.
- After review of the completed questionnaire is complete, BSOL PC will retain copies for such time as it considers reasonable to satisfy its audit obligations and for any associated contract management purposes

8- Next Steps

- This briefing note and presentation notes forms part of the authorities' market engagement process in respect of Secure Patient Transport.
- Potential bidders are asked to note that the route to market and therefore the procurement timetable have not been finalised at this stage. The authorities will make a final decision on their most appropriate route market through PSR following this engagement exercise.

GUIDANCE FOR SUPPLIERS

1. The presentation forms part of the pre-market engagement activity to support the procurement of call handling services.
2. The purpose of the presentation is to explore the market reaction to the requirements outlined. To maximise the success of the subsequent procurement process we request that potential bidders are open and honest in their responses and provide as much detail as possible.
3. Participation in this pre-market engagement exercise is voluntary. Potential bidders will not be prejudiced by any response or participate in any part of the pre-market engagement exercise. The authorities wish to encourage participation at this stage to ensure a wide number of responses. The market engagement processes described above do not form part of the formal procurement process. When the formal procurement process commences, any supplier may join the competition, and all supplier bids will be evaluated on the same basis subject to meeting any minimum requirements stipulated by the authorities.
4. Whilst the authorities expect to proceed to procurement in due course, there is no obligation to do so as a consequence of this early market engagement activity.
5. The publication of any documents at this stage is intended to provide potential bidders with the opportunity to view and comment. The authorities do not intend to be bound by any information at this stage. The authorities make no commitment to incorporate any recommendations or suggestions within the final suite of procurement documents. Once published, ITT will contain the final requirements in relation to this procurement. All previous versions, including any documents published at this pre-market engagement stage, should be disregarded.
6. Each supplier will be allocated **40** minutes, consisting of a **5**-minute introduction, **20** minutes presentation and **15** minutes questions and answers.
7. Each supplier will be sent their own dedicated invitation for a time slot for a pre-market engagement session.

Required Presentation Content

Please clearly structure your presentation on the following areas and in this order:

1. Please provide an overview of the solution you could offer including the following areas:
 - a. Delivering a 24/7 including weekends and Bank Holidays single point of Access message taking service for BCHC
 - b. A message taking service that centrally collate, monitor, and direct messages and referrals, according to their urgency
 - c. Delivering the required Staffing Levels to provide 24/7 including weekends and Bank Holidays service
 - d. Governance (policies, procedures, management information, Reporting)
 - e. Potential risks/ issues in service delivery – and resilience plan for mitigation
 - f. Please include how the Trusts could benefit from supplier lessons learnt on previous contracts you have been awarded and manage; including any efficiencies or cost improvements made.