

Request for Expressions of Interest

Overview

Norfolk and Norwich University Hospitals NHS Foundation Trust (NNUH) require a call handling service to support the Community Midwifery Service. The Call Handling Service is intended to enable patients to be able to contact both clinical and non-clinical call handlers to support with enquiries on a 24/7/385 basis.

Therefore NNUH are seeking for expressions of interest from relevant suppliers.

Requirement

Provide a 24/7/365 Call Handling and dispatch service

Calls to be dispatched via landline/mobile & SMS message

The service would provide a call answering service, that can answer basic queries, direct queries including urgent calls to appropriate care givers.

Call volumes would be in the order of 3,500 per month.

Calls over the agreed rate can be paid at an excess rate, subject to tender.

95% of calls to be answered within two minutes.

Monthly call volume, KPI and Patient Feedback Data to be provided.

EOI Process

Suppliers are Invited to Express Interest in this work by replying and confirming:

- Capacity to undertake this work
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- Expected start date
- Reference an example within the last three years of delivering a similar service for an NHS organisation.