

**United Kingdom-Colchester: Market and economic research; polling and statistics**

OJ S 118/2017 22/06/2017

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Colchester Hospital University NHS Foundation Trust

Postal address: The Old Boiler House

Town: Colchester

NUTS code: UKH3 Essex

Country: United Kingdom

Contact person: Davinia Wynne

E-mail: [procurement@colchesterhospital.nhs.uk](mailto:procurement@colchesterhospital.nhs.uk)**Internet address(es):**Main address: [www.colchesterhospital.nhs.uk](http://www.colchesterhospital.nhs.uk)**I.1. Name and addresses**

Official name: Colchester Hospital University NHS Foundation Trust

Postal address: Turner Road

Town: Colchester

NUTS code: UKH3 Essex

Country: United Kingdom

E-mail: [procurement@colchesterhospital.nhs.uk](mailto:procurement@colchesterhospital.nhs.uk)**Internet address(es):**Main address: [www.colchesterhospital.nhs.uk](http://www.colchesterhospital.nhs.uk)**I.2. Information about joint procurement**

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law:

UK Law.

**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

<https://in-tendhost.co.uk/colchesterhospital/asp/Home>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://in-tendhost.co.uk/colchesterhospital/asp/Home><https://in-tendhost.co.uk/colchesterhospital/asp/Home>

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Health

## Section II: Object

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### II.1. Scope of the procurement

#### II.1.1. Title

Patient Experience Feedback Solution.  
Reference number: 873

#### II.1.2. Main CPV code

79300000 Market and economic research; polling and statistics

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

Colchester Hospital University NHS Foundation Trust and The Ipswich Hospital NHS Trust are jointly tendering for a Patient Experience Feedback Solution, as outlined in the detailed Statement of Requirement. It is envisaged that the selected solution will be first implemented by CHUFT, with the potential rollout at IHT to follow once the contract for their current arrangements ends.

The Trusts wish to secure an all-encompassing innovative solution which enables the Trusts to meet their Friends and Family Test regulatory requirements, and supports the principle that people who use NHS services have the opportunity to give anonymous feedback on their experience, which can be used to improve services.

#### II.1.5. Estimated total value

#### II.1.6. Information about lots

This contract is divided into lots: no

### II.2. Description

#### II.2.3. Place of performance

NUTS code: UKH3 Essex

#### II.2.4. Description of the procurement

Colchester Hospital University NHS Foundation Trust ('CHUFT') and The Ipswich Hospital NHS Trust ('IHT') are jointly tendering for a Patient Experience Feedback Solution, as outlined in the detailed Statement of Requirement. It is envisaged that the selected solution will be first implemented by CHUFT, with the potential rollout at IHT to follow once the contract for their current arrangements ends.

The Trusts wish to secure an all-encompassing innovative solution which enables the Trusts to meet their Friends and Family Test (FFT) regulatory requirements, and supports the principle that people who use NHS services have the opportunity to give anonymous feedback on their experience, which can be used to improve services. It should be a continuous feedback loop between patients and visitors and the teams caring for them. Feedback should be available to the team providing the care in as near to real time as possible (where appropriate) in a format easy to understand and use that enables them to identify opportunities to make improvements that benefit patients.

#### II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Start: 01/10/2017 End: 30/09/2020

This contract is subject to renewal: yes

Description of renewals:

Renewals will be undertaken via a new OJEU process.

#### **II.2.10. Information about variants**

Variants will be accepted: yes

#### **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

#### **II.2.14. Additional information**

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **Section IV: Procedure**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Restricted procedure

##### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

##### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 20/07/2017 Local time: 00:00

##### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 01/08/2017

##### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

English

##### **IV.2.6.**

**Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:  
36 months.

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Colchester Hospital University NHS Foundation Trust

Town: Colchester

Country: United Kingdom

**VI.5. Date of dispatch of this notice**

20/06/2017