

**United Kingdom-Durham: Information systems**

OJ S 144/2015 29/07/2015

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: County Durham Procurement Consortium on behalf of County Durham and Darlington NHS Foundation Trust

Postal address: Bede House, Belmont Business Park

Town: Durham

Postal code: DH1 1TW

Country: United Kingdom

For the attention of: Katrina Foster

E-mail: [katrina.foster@cddft.nhs.uk](mailto:katrina.foster@cddft.nhs.uk)

Telephone: +44 1913332880

**Internet address(es):**

Electronic access to information: <http://www.cardea.nhs.uk/Cardea/DisplayModules/TradeModules/Negotiations/Opportunities/ViewOpportunityEvent.aspx?EventID=3162&Culture=en-GB>

Electronic submission of tenders and requests to participate: <http://www.cardea.nhs.uk/Cardea/DisplayModules/TradeModules/Negotiations/Opportunities/ViewOpportunityEvent.aspx?EventID=3162&Culture=en-GB>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

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

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Health

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

SP1219 Benchmarking Tools.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 10: Market research and public opinion polling services  
Main site or place of performance: North East County Durham and Darlington.  
NUTS code UKC North East (England)

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

The notice involves a public contract

### **II.1.4. Information about framework agreement**

### **II.1.5. Short description of the contract or purchase(s)**

County Durham and Darlington NHS FT (CDDFT) require benchmarking tools to enable the Trust to benchmark its performance against local, national and international comparators. This requirement will be split into 3 separate Lots:

— Lot 1: Benchmarking data which allows the Trust to benchmark its performance on a variety of indicators against local, national and international comparators and against best practice.

— Lot 2: Comprehensive clinical benchmarking package which allows for case-mix adjusted international comparisons.

— Lot 3: Benchmarking studies: the Trust seeks the opportunity for its staff to participate in benchmarking studies with local and national comparators. This function will be particularly valuable with respect to services where national comparator data is not routinely available. This opportunity is for 36 months (with the option to extend for a further 3 x 12 months). To express your interest in this opportunity please go to the link below and follow the online instructions:

<https://www.cardea.nhs.uk/Cardea/DisplayModules/TradeModules/Negotiations/Opportunities/ViewOpportunityEvent.aspx?EventID=3162&Culture=en-GB>

Please Note:

The Trust will use the procurement process to assess and review its benchmarking priorities and to decide which benchmarking services represent value for money. Once the process is complete a recommendation will be made to Executives as to which services should be commissioned. Accordingly, the procurement may result in any combination or none of the services detailed in Lots 1-3 being commissioned.

### **II.1.6. CPV code(s)**

48810000 Information systems, 48000000 Software package and information systems, 48814000 Medical information systems, 48814400 Clinical information system, 48814500 Casemix system, 48813200 Real-time passenger information system, 48813000 Passenger information system

### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **II.1.8. Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

### **II.1.9. Information about variants**

Variants will be accepted: no

## **II.2. Scope of the procurement**

### **II.2.1. Total quantity or scope**

Lot 1: Benchmarking data which allows the Trust to benchmark its performance on a variety of indicators against local, national and international comparators and against best practice.

Lot 2: Comprehensive clinical benchmarking package which allows for case-mix adjusted international comparisons.

Lot 3: Benchmarking studies: The Trust seeks the opportunity for its staff to participate in benchmarking studies with local and national comparators. This function will be particularly valuable with respect to services where national comparator data is not routinely available.

Estimated value excluding VAT:

Range: between 172 514 and 1 300 000 GBP

### **II.2.2. Information about options**

Options: no

### **II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: Range: between 1 and 3

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 72 (from the award of the contract)

### **II.3. Duration of the contract or time limit for completion**

Duration in months: 36 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Benchmarking data

#### **1) Short description**

To allow the Trust to benchmark its performance on a variety of indicators against local, national and international comparators and against best practice.

#### **2) CPV code(s)**

48810000 Information systems, 48000000 Software package and information systems, 48814000 Medical information systems, 48814400 Clinical information system, 48814500 Casemix system, 48813200 Real-time passenger information system, 48813000 Passenger information system

#### **3) Quantity or scope**

The Trust seeks a provider who can offer access to data which will provide Service Managers, Executives and the Board with assurance about the quality and performance of Trust services benchmarked against local, national and international comparators and best practice.

The general characteristics of the package (s) CDDFT will commission are likely to include:

- Easy access to data at patient, procedure, Consultant, Speciality or Trust level,
- Easy identification of variation in practice and outcomes,
- The ability to compare the Trust with local, national and peer group performance. Peer groups may differ for different Specialities,
- The ability to create bespoke dashboards and/or scorecards/heat maps and set alerts and targets on key indicators for different audiences within the Trust, e.g. the Board, Consultants, Service heads, etc.,
- The ability to highlight risk and to recognise outlier performance at condition/procedure or Consultant level,
- The ability to easily export data to create easily understood performance summaries and to view and export data in a range of presentation styles such as, for example, tabular format, trending charts, SPC control charts, funnel plots or histograms,
- The ability to drill down below headline indicators to analyse more specific areas for

concern to stimulate clinical discussion and action,

— Access to a dedicated provider consultant who will provide advice, support, training and trouble-shooting when necessary.

The Trust is currently looking for benchmarking capability covering the following areas:

— Mortality and morbidity,

— Other quality indicators such as length of stay, re-admissions, discharges and delayed transfers of care, day case rates, 1<sup>st</sup> to follow-up out-patient rates,

— Other national performance indicators, such as A&E, cancer, access and other quality standards,

— Market share information.

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

Lot No: 2

Lot title: Comprehensive clinical benchmarking package

##### **1) Short description**

This will allow for case-mix adjusted international comparisons.

##### **2) CPV code(s)**

48810000 Information systems, 48000000 Software package and information systems, 48814000 Medical information systems, 48814400 Clinical information system, 48814500 Casemix system, 48813200 Real-time passenger information system, 48813000 Passenger information system

##### **3) Quantity or scope**

The Trust requires the capability for individual clinicians to benchmark their clinical performance against national and international comparators. The successful provider will offer case-mix adjusted benchmarking at Speciality, Consultant and procedure level taking into account physiological and operative variables and risk-adjusting for complications and mortality.

The system will provide accurate early warning or audit of potential clinical problems or outliers and be capable of identifying patterns in complication and mortality rates, supporting root cause analysis at patient level, predicting which patients are likely to need critical care and identifying areas for organisational focus and improvement.

#### **4) Indication about different time frame or duration**

#### **5) Additional information about lots**

Lot No: 3

Lot title: Benchmarking studies

##### **1) Short description**

The Trust seeks the opportunity for its staff to participate in benchmarking studies with local and national comparators. This function will be particularly valuable with respect to services where national comparator data is not routinely available.

##### **2) CPV code(s)**

48810000 Information systems, 48000000 Software package and information systems, 48814000 Medical information systems, 48814400 Clinical information system, 48814500 Casemix system, 48813200 Real-time passenger information system, 48813000 Passenger information system

### **3) Quantity or scope**

The Trust is seeking to work with a provider who can assist it to carry out a benchmarking programme against local and national peers and against best practice focussing on whole services or areas of service where routine comparative data may not be readily available, for example, community services, or where a 'deep dive', which goes beyond statistical analysis, is involved.

Benchmarking will include a focus on quantitative and qualitative outputs and outcomes.

The Trust is seeking a provider who will:

- Consult with the Trust on service areas to be included in the benchmarking programme,
- Consult with the Trust on the time scale for each benchmarking study, the methodology and the indicators to be used,
- Involve the Trust in a minimum numbers of benchmarking studies during the course of each year to be agreed at the start of the Contract,
- Be able to mobilise or have access to a sufficient number of other Trusts/comparators for each study to make the findings meaningful, valid and sufficiently robust to enable the Trust to understand how it performs against its comparators and what actions it can take to improve its service to the level of the best,
- Provide advice on best practice,
- Provide a level of support and advice to the Trust with respect to each benchmarking project agreed at the outset of each study,
- Produce a report at the conclusion of each study analysing the Trust's performance against recognised best practice and the performance of other participants in the study and making recommendations for improvement, and
- Provide the Trust with an opportunity to discuss the results of each benchmarking exercise with other participants in the study.

### **4) Indication about different time frame or duration**

### **5) Additional information about lots**

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

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

No special legal form is required, but each supplier will be required to become jointly and severally responsible for the contract before acceptance.

#### **III.1.4. Contract performance conditions**

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: As detailed within the specification.

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: As detailed within the specification.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:  
As detailed within the specification.

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

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

Open

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Criteria below

1. Quality. Weighting 50
2. Price. Weighting 40
3. Training/Support. Weighting 10

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

SP1219

#### **IV.3.2. Previous publication concerning this procedure**

no

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

28.8.2015 - 12:00

#### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**  
English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

Date: 28.8.2015 - 12:00

Persons authorised to be present at the opening of tenders: no

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

**VI.2. Information about European Union funds**

**VI.3. Additional information**

To receive more information about this opportunity, including any amendments and/or clarifications and to request any clarifications and/or to respond to this opportunity, you must register your interest to this opportunity by using the link within the description section of this advert. The contracting authority does not bind itself to accept the lowest or any offer and reserves the right to accept an offer in either whole or in part. The contracting authority is not responsible for any costs incurred by bidders in relation to the participation in this process. Any figures provided in this notice are approximate.

**VI.4. Procedures for review**

**VI.4.1. Review body**

**VI.4.2. Review procedure**

**VI.4.3. Service from which information about the review procedure may be obtained**

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

24.7.2015