

**United Kingdom-London: System for recording attendance**  
**OJ S 151/2016 06/08/2016**  
**Contract award notice**  
**Supplies**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: University College of London Hospitals NHS Trust  
Postal address: 4th Floor Maple House 149 Tottenham Court Road  
Town: London  
Postal code: W1T 7NF  
Country: United Kingdom  
For the attention of: Samm Parker  
E-mail: [Samm.Parker@nhs.net](mailto:Samm.Parker@nhs.net)

**Internet address(es):**

General address of the contracting authority: <http://uclh.nhs.uk>  
Address of the buyer profile: <http://uclh.nhs.uk>  
Electronic access to information: <https://suppliers.multiquote.com/Page/Login.aspx>  
Electronic submission of tenders and requests to participate: <https://suppliers.multiquote.com/Page/Login.aspx>

**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**

UCLH-1212 — Patient Feedback System.

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

Supplies  
Purchase  
Main site or place of performance: London.  
NUTS code UKI London

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

The Trust requires a provider of a patient Feedback system and solution for collecting analysing and reporting patient experience feedback and Friends and Family Test (FFT).  
The provider shall have expertise in survey design, and provide the appropriate tools,

training, on-going support for the life of the contract. Further Information: University College London Hospitals NHS Foundation Trust (UCLH) provides first-class acute and specialist services in five hospitals in central London. These sites comprise of University College Hospital (incorporating Westmoreland Street), Royal National Throat Nose and Ear Hospital, Royal London Hospital for Integrated Medicine, National Hospital for Neurology and Neurosurgery and Eastman Dental Hospital. In partnership with University College London (UCL) we are one of the country's five comprehensive biomedical research centres. We are a member of UCL Partners which brings together some of the UK's world-renowned medical research centres and hospitals. We aspire for our patients to have the best possible experience each and every time they have contact with us and are cared for by our staff. In order to achieve this, constructive feedback is critical — we need to listen to our patients and give more responsive feedback to patients and staff more frequently, through more channels. To do this we use both the Friends & Family Test (FFT) and local ward /department-specific surveys. Further information on the Friends and Family test can be found here: <https://www.england.nhs.uk/ourwork/pe/fft/> The Trust invites interested providers to submit a pre-qualification questionnaire for the supply of systems, tools, training, on-going support and expertise to deliver a patient experience feedback solution. As minimum providers must be able to provide: · Expertise in survey design; · Collecting, analysing and reporting patient experience feedback and FFT; and · Continued service/ maintenance/ upgrades of any ICT solution for the life of the contract (3 years plus two 12month extensions). The solution offered must have the following functionality as a minimum: · Be applicable and scalable to an acute NHS setting with multiple site locations (currently seven). · Have options to provide different channels of data collection for example website, paper, mobile applications, hyperlinks for mobiles devices including tablet and SMS. · Allow the capture of information from diverse population/patient groups of all ages and abilities e.g. different languages and disabilities. · Be sufficiently flexible to be adapted to a wide range of clinical areas and additional surveys. · Meet the needs of the FFT NHS England data collection. · Ability to collect free text comments. · Be able to provide near real-time patient feedback in a meaningful manner. · The option of using our current devices, which includes at least one iPad on each inpatient ward. We are seeking a supplier that can bring innovation and creativity working in partnership. In addition to the above requirements, other areas might include: · The ability to respond to individual patients who have given feedback and to track actions · To be able to investigate data on a granular level e.g. specific clinics/consultants · Ability to provide thematic/sentiment analysis of free text comments. Expressions of interest are invited from parties who can demonstrate the above high-level requirements. This invitation to tender is dependent on UCLH confirming budget sign off.

#### **II.1.5. CPV code(s)**

31711310 System for recording attendance, 48517000 IT software package, 72212517 IT software development services, 72000000 IT services: consulting, software development, Internet and support

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

Value: 0,00 GBP  
excluding VAT

## Section IV: Procedure

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### IV.1. Type of procedure

#### IV.1.1. Type of procedure

Restricted

### IV.2. Award criteria

#### IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. As per the award criteria within the tender documents

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

### IV.3. Administrative information

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

CA3202

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

Notice number in the OJ S: [2015/S 226-411022](#) of 21.11.2015

## Section V: Award of contract

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Lot title: UCLH-1212 — Patient Feedback System

### V.1. Date of conclusion of the contract

3.8.2016

### V.2. Information about tenders

### V.3. Name and address of the contractor

Official name: Healthcare Communications UK Ltd

Postal address: Stewart House Royal Court Brook Street

### V.4. Information on value of the contract/lot

Total value of the procurement:

excluding VAT

### V.5. Information about subcontracting

## Section VI: Complementary information

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### VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

### VI.2. Additional information

### VI.3. Procedures for review

#### VI.3.1. Review body

Official name: University College London Hospitals

Postal address: 4th Floor Maple House, 149 Tottenham Court Road

Town: London

Postal code: W1T 7NF  
Country: United Kingdom  
E-mail: [samm.parker@nhs.net](mailto:samm.parker@nhs.net)

**VI.3.2. Review procedure**

**VI.3.3. Service from which information about the review procedure may be obtained**

**VI.4. Date of dispatch of this notice**

3.8.2016