

United Kingdom-London: System for recording attendance

OJ S 226/2015 21/11/2015

Contract notice

Supplies

Directive 2004/18/EC

Section I: Contracting authority

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**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

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

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

The notice involves a public contract

II.1.4. Information about framework agreement**II.1.5. 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.1.6. 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.1.7. 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: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Option to extend for 2 12-month periods.

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: 2

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

in months: 12 (from the award of the contract)

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

Start 1.3.2016. Completion 28.2.2019

Section III: Legal, economic, financial and technical information

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

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

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

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

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

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

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

Envisaged minimum number 5: and Maximum number 5

Objective criteria for choosing the limited number of candidates: The top 5 scoring suppliers through the pre qualification stage will be invited to tender.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

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

CA3202

IV.3.2. Previous publication concerning this procedure

no

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

Payable documents: no

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

21.12.2015 - 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

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

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. 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

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

19.11.2015