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Planning

## **Independent NPS Surveys**

King's Interventional Facilities Management

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-001634

Procurement identifier (OCID): ocds-h6vhtk-042df3

Published 17 January 2024, 2:45pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

King's Interventional Facilities Management

Unit 1, KCH Business Park, 129 Coldharbour Lane

London

SE5 9NY

#### **Contact**

Sophia Sofocleous

#### **Email**

[sophia.sofocleous@nhs.net](mailto:sophia.sofocleous@nhs.net)

#### **Telephone**

+44 2045510991

**Country**

United Kingdom

**Region code**

UKI4 - Inner London – East

**Internet address(es)**

Main address

<https://www.kings-fm.co.uk/>

Buyer's address

<https://www.kings-fm.co.uk/>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

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

Regional or local authority

**I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Independent NPS Surveys

#### **II.1.2) Main CPV code**

- 79342311 - Customer satisfaction survey

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

KFM is looking to engage a consultancy to run a Net Promoter Score (NPS) survey. NPS is a key metric to enable KFM to understand the customer experience. It provides us with a temperature check and is a rich source of qualitative feedback that enables us to make tangible changes to improve our service to our customers.

#### **II.1.5) Estimated total value**

Value excluding VAT: £30,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79411000 - General management consultancy services

#### **II.2.3) Place of performance**

NUTS codes

- UKI45 - Lambeth

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

Looking for suppliers to conduct the following service:

- Minimum of 250-300 NPS surveys that evaluates our supply chain and technician functions across Denmark Hill Hospital (DMH) site and Princess Royal University Hospital (PRUH) sites.
- This will be split roughly one-third technician customers and two-thirds supply chain customers.
- With regards sites, this will be split roughly one-third PRUH and two-thirds DMH.
- Analysis of results with clear recommendations for improvements KFM should consider making will be required.
- NPS standard survey questions apply.

## **II.3) Estimated date of publication of contract notice**

1 March 2024

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes