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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

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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

Telephone

+44 2045510991

Country

United Kingdom

Region code

UK14 - 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

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

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