

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007556-2023>

Tender

## **Provision of a Friends and Family solution and CQC National Patient Survey Programme**

Northern Care Alliance NHS Foundation Trust

F02: Contract notice

Notice identifier: 2023/S 000-007556

Procurement identifier (OCID): ocids-h6vhtk-03b318

Published 15 March 2023, 3:10pm

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

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

Northern Care Alliance NHS Foundation Trust

Salford Royal Hospital, Stott Lane

Salford

M6 8HD

#### **Contact**

Mr George Harrison

#### **Email**

[george.harrison@nca.nhs.uk](mailto:george.harrison@nca.nhs.uk)

#### **Telephone**

+44 7871986418

#### **Country**

United Kingdom

**Region code**

UKD3 - Greater Manchester

**Internet address(es)**

Main address

<https://www.northerncarealliance.nhs.uk/>

Buyer's address

<https://www.northerncarealliance.nhs.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/register>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/register>

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

Body governed by public law

**I.5) Main activity**

Health

---

## **Section II: Object**

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

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

Provision of a Friends and Family solution and CQC National Patient Survey Programme

Reference number

DN661062

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

- 79311100 - Survey design services

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

Services

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

The purpose of this tender exercise is to approach the market to appoint a supplier(s) for the provision Lot 1, a Local Experience Feedback System embedding Friends and Family Test and Lot 2, the Provision of the CQC National Patient Survey Programme that will represent value for money and identify and implement service efficiencies across the NCA

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

A Local Experience Feedback System embedding Friends and Family Test

Lot No

1

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

- 79312000 - Market-testing services

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

NUTS codes

- UKD3 - Greater Manchester

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

The purpose of this tender exercise is to approach the market to appoint a supplier for the provision a Local Experience Feedback System embedding Friends and Family Test that will represent value for money and identify and implement service efficiencies across the NCA.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

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

### **II.2.14) Additional information**

Please note that all expressions of interest must be submitted via the Proactis

ProContract portal, paper and e-mailed expressions will not be accepted. If you are not already a registered supplier on ProContract, please follow this link to register for free: <https://procontract.due-north.com/register>. Once you have successfully expressed your interest via the portal, you will be sent an email directing you to the ProContract site from which you will be able to access and download the tender documentation and any other relevant information. All documents pertaining to this opportunity will be available for download via the ProContract portal from the outset. Please ensure you are able to download all files immediately after accessing the ProContract portal. Tenderers should also note that final submissions must be made via ProContract, no other submission route is permitted.

## **II.2) Description**

### **II.2.1) Title**

Lot No

2

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

- 79312000 - Market-testing services

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

NUTS codes

- UKD3 - Greater Manchester

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

The purpose of this tender exercise is to approach the market to appoint a supplier for the provision of the CQC National Patient Survey Programme that will represent value for money and identify and implement service efficiencies across the NCA.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

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

#### **II.2.14) Additional information**

Please note that all expressions of interest must be submitted via the Proactis ProContract portal, paper and e-mailed expressions will not be accepted. If you are not already a registered supplier on ProContract, please follow this link to register for free: <https://procontract.due-north.com/register> Once you have successfully expressed your interest via the portal, you will be sent an email directing you to the ProContract site from which you will be able to access and download the tender documentation and any other relevant information. All documents pertaining to this opportunity will be available for download via the ProContract portal from the outset. Please ensure you are able to download all files immediately after accessing the ProContract portal. Tenderers should also note that final submissions must be made via ProContract, no other submission route is permitted. Failure to follow this path will result in the tender submission being disregarded. The uploading process when submitting a Tender via ProContract may take some time. Tenderers should therefore start this process in sufficient time to allow for the complete uploading of their tender submission by the Tender Return Time and Date.

## **Section IV. Procedure**

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

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

17 April 2023

Local time

11:55pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

17 April 2023

Local time

11:55pm

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Care Alliance NHS Foundation Trust

Stott Lane

Salford

M6 8HD

Country

United Kingdom

Internet address

<https://www.northerncarealliance.nhs.uk/>