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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): ocds-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

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/>