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Contract

Patient/Carer Feedback Service Website

The Common Services Agency, commonly known as NHS National Services Scotland, ("NSS")

F03: Contract award notice

Notice identifier: 2022/S 000-008856

Procurement identifier (OCID): ocds-h6vhtk-02ffe4

Published 1 April 2022, 2:52pm

Section I: Contracting authority

I.1) Name and addresses

The Common Services Agency, commonly known as NHS National Services Scotland, ("NSS")

Gyle Square (NSS Head Office), 1 South Gyle Crescent

Edinburgh

EH12 9EB

Contact

Paul McKinney

Email

paul.mckinney@nhs.scot

Country

United Kingdom

NUTS code

UKM - Scotland

National registration number

NP50622

Internet address(es)

Main address

<http://www.nss.nhs.scot/browse/procurement-and-logistics>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11883

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

Patient/Carer Feedback Service Website

Reference number

NP50622

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

NHS NSS is acting on behalf of The Scottish Government Planning and Quality Division in procuring the appropriate technology and services to provide a Patient/Carer feedback website for NHS Scotland.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £800,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

II.2.4) Description of the procurement

NHS NSS is acting on behalf of The Scottish Government Planning and Quality Division in procuring the appropriate technology and services to provide a Patient/Carer feedback website for NHS Scotland.

The requirement is for a website that enables people to post their experiences of receiving health and care services publicly online. Although anonymous, the site should record where the person is based (by postcode) and what service they are offering feedback about. The feedback will then be sent by the Service Provider to the appropriate healthcare service manager or clinician for a response or responses, which will be published online alongside the original post. The system will enable any resulting dialogue to be posted online in order to share learning and facilitate improvement. The service provider will be expected to provide training and support to organisations, throughout the contract, to encourage best use of feedback i improvement to services.

The service will be available to all NHS Territorial Boards and certain Special Boards in Scotland and should include provision to allow other health and social care providers to become registered responders. The site shall record whether each story is posted by a patient, service user, parent/guardian, family member, carer, member of staff, or someone posting on behalf of a patient or carer, and this information shall be made available in reports to registered organisations.

II.2.5) Award criteria

Quality criterion - Name: The Service / Weighting: 20

Quality criterion - Name: Training and Support / Weighting: 10

Quality criterion - Name: Reports / Weighting: 12

Quality criterion - Name: Accessibility / Weighting: 9

Quality criterion - Name: Mandatory Knowledge and Experience / Weighting: 12

Quality criterion - Name: Engagement / Weighting: 5

Quality criterion - Name: Acceptance and Testing / Weighting: 5

Quality criterion - Name: Moderation / Weighting: 12

Price - Weighting: 15

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

The budget for the specification is 800000 GBP over a 4 year term. However, the value may increase by up to 100000 GBP for extension pilot programmes.

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-030829](#)

Section V. Award of contract

Contract No

NP50622

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Care Opinion (Scotland) Limited

Office 5/15, Stirling University Innovation Park

Stirling

FK9 4NF

Country

United Kingdom

NUTS code

- UKM77 - Perth & Kinross and Stirling

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £800,000

Section VI. Complementary information

VI.3) Additional information

The budget for the specification is 800000 GBP over a 4 year term. However, the value may increase by up to 100000 GBP for extension pilot programmes.

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

The Public Sector in Scotland is committed to the delivery of high quality public services, and recognises that this is critically dependent on a workforce that is well-rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, diverse and engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

Public Bodies in Scotland are adopting fair work practices, which include:

- a fair and equal pay policy that includes a commitment to supporting the living wage, including, for example being a living wage accredited employer;
- clear managerial responsibility to nurture talent and help individuals fulfil their potential, including for example, a strong commitment to modern apprenticeships and the development of Scotland's young workforce;
- promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of characteristics such as age, gender, religion or belief, race, sexual orientation and disability;
- support for learning and development;
- stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero-hours contracts;
- flexible working (including for example practices such as flexi-time and career breaks) and support for family friendly working and wider work life balance;
- support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice.

In order to ensure the highest standards of service quality in this contract we expect

contractors to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

Bidders will need to describe how they will commit to fair work practices for workers (including any agency or subcontractor workers) engaged in the delivery of this contract.

(SC Ref:688980)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court House

27 Chambers Street

Edinburgh

EH1 1LB

Email

edinburgh@scotcourts.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Economic operators should approach the contracting authority in the first instance. However, the only formal remedy is to apply to the courts:

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014, may bring proceedings in the Sheriff Court or the Court of Session.