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Tender

Managed Service Contract for the Provision of an Electronic Patient Experience Platform & Friends and Family Service

Cambridge University Hospitals NHS Foundation Trust

F02: Contract notice

Notice identifier: 2021/S 000-012618

Procurement identifier (OCID): ocds-h6vhtk-02b8bb

Published 4 June 2021, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

Cambridge University Hospitals NHS Foundation Trust

Hills Road

Cambridge

CB2 0QQ

Contact

Kevin Macey

Email

kevin.macey@addenbrookes.nhs.uk

Telephone

+44 1223274304

Country

United Kingdom

NUTS code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

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

I.3) Communication

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

<https://eocph.bravosolutions.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://eocph.bravosolutions.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Managed Service Contract for the Provision of an Electronic Patient Experience Platform & Friends and Family Service

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Cambridge University Hospitals NHS Foundation Trust is seeking a suitably qualified provider of a fully hosted electronic patient experience platform for the purpose of gathering, analysing and reporting patient feedback, and conducting ward audits to improve patients' experience, staff experience and standards of care. This will also include the facility to deliver the Friends and Family Test (FFT), as well as other local patient and staff experience surveys and audits, and also Doctors revalidation.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 30211300 - Computer platforms
- 30213200 - Tablet computer
- 48600000 - Database and operating software package
- 79342311 - Customer satisfaction survey

II.2.3) Place of performance

NUTS codes

- UKH12 - Cambridgeshire CC

Main site or place of performance

Cambridge

II.2.4) Description of the procurement

As mentioned in II 1.4 above.

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

60

This contract is subject to renewal

Yes

Description of renewals

The contract renewal process will commence during the course of the fifth and final year of the awarded contract.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

7 July 2021

Local time

1:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 October 2021

IV.2.7) Conditions for opening of tenders

Date

7 July 2021

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: June 2026

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The code assigned to this tender within the tendering portal is itt_2206

Suppliers Instructions How to Express Interest in this Tender~: 1. Register your company on the eSourcing portal (this is only required once) - using the following hyper-link https://cuh.bravosolution.co.uk/web_cuh/login.html and click the link to register - Accept the terms and conditions and click 'continue' - Enter your correct business and user details - Note the username you chose and click 'Save' when complete - You will shortly receive an email with your unique password (please keep this secure) 2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant PQQ/ ITT to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (This is a secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box 3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Detail

VI.4) Procedures for review

VI.4.1) Review body

Cambridge University Hospitals NHS Foundation Trust

Hills Road

Cambridge

CB2 0QQ

Country

United Kingdom