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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](mailto: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

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## **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

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## **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

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## **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

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## **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](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