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Tender

Friends & Family Test, Patient & Carer Feedback Insight System

Northamptonshire Healthcare NHS Foundation Trust

F02: Contract notice

Notice identifier: 2022/S 000-031819

Procurement identifier (OCID): ocids-h6vhtk-0380bc

Published 10 November 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Northamptonshire Healthcare NHS Foundation Trust

St. Marys Hospital, 77 London Road

Kettering

NN15 7PW

Contact

Cathy Headland

Email

cathy.headland@nhft.nhs.uk

Telephone

+44 7892766023

Country

United Kingdom

Region code

UKF2 - Leicestershire, Rutland and Northamptonshire

National registration number

RP1

Internet address(es)

Main address

www.NHFT.nhs.uk

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.delta-esourcing.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/>

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

Friends & Family Test, Patient & Carer Feedback Insight System

Reference number

734597186CH/LO

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

NHFT requires an independent, public and comprehensive Friends and Family Test (FFT), patient and carer feedback system that is applicable to all patients, carers, and professionals who access its services. The system must provide insight into patient and carer experience, what matters to patients and carers, and enable NHFT to demonstrate to the public that it is responsive to feedback

II.1.5) Estimated total value

Value excluding VAT: £400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKF2 - Leicestershire, Rutland and Northamptonshire

Main site or place of performance

Leicestershire, Rutland and Northamptonshire

II.2.4) Description of the procurement

NHFT requires an independent, public and comprehensive Friends and Family Test (FFT), patient and carer feedback system that is applicable to all patients, carers, and professionals who access its services. The system must provide insight into patient and carer experience, what matters to patients and carers, and enable NHFT to demonstrate to the public that it is responsive to feedback

II.2.5) Award criteria

Quality criterion - Name: Product Details / Weighting: 20

Quality criterion - Name: System Management & reporting / Weighting: 10

Quality criterion - Name: Statutory compliance / Weighting: 10

Quality criterion - Name: Implementation / Weighting: 10

Quality criterion - Name: Contingency cover / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Development areas / Weighting: 5

Cost criterion - Name: Commercial (Costing) / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £400,000

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

subject to continuation of service provision

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 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: No

IV.2) Administrative information

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

Date

21 December 2022

Local time

12:00pm

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

Duration in months: 60 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

21 December 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=734819845>

GO Reference: GO-20221110-PRO-21402064

VI.4) Procedures for review

VI.4.1) Review body

Northamptonshire Healthcare NHS Foundation Trust

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Kettering

nn15 7pw

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NHFTPurchasing@nhft.nhs.uk

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Country

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