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| **Request for Quotation- RFQ**Procurement Lead: Paul Oke |
| Telephone Number: | 01522 512512 |
| Quotation Number/Ref: | C386041 |
| Date: | 29/08/2025 |

This Request for Quotation (RFQ) is issued by the Procurement Services Division of United Lincolnshire Teaching Hospitals NHS Trust – ULTH (the “Authority”).

It is issuing this RFQ in connection with the competitive procurement of ED (Emergency Department) Aftercare Advice Cards and System as outlined in the accompanying specification.

We look forward to receiving your completed response. Please note the important instructions below:

**Instructions**

1. NHS Terms and Conditions (Contract – Goods and Services) will apply to the successful commission:

[NHS England » NHS terms and conditions for the procurement of goods and non-clinical services](https://www.england.nhs.uk/publication/nhs-terms-and-conditions-for-the-procurement-of-non-clinical-goods-and-services/#heading-2)

1. The Quotation response must be submitted via the Atamis e-procurement portal, [https://atamis-1928.cloudforce.com/,](https://atamis-1928.cloudforce.com/%2C%20) by **12 pm Noon on Monday, 15th September 2025.**
2. Quotations not received via the e-procurement portal will not receive consideration. Supporting documentation may be provided in additional documents. Please ensure that these documents are clearly cross referenced on the e-procurement portal. Failure to cross reference documentation may lead to this not being included within the evaluation
3. The contract will be awarded to the bidder submitting the Most Economically Advantageous Quotation – the award criteria is as follows:
* Quality – 20%
* Price – 80%
1. The Quality and Price scores will be combined, and the highest overall score will be determined as the Most Economically Advantageous. Evaluation guidance is provided overleaf.
2. The Authority reserves the right not to accept any quotation. All costs and risks associated with preparing a quotation will be borne by the bidder.
3. Any queries should be raised using the Atamis messing facility or via email pending Atamis set-up.

Yours faithfully,

Paul Oke,

Senior Category Manager.

United Lincolnshire Teaching Hospitals NHS Trust

Beech House, Witham Park,

Waterside South, Lincoln, LN5 7JH





**Evaluation Guidance**

Your ability to comply with the Specification and response to the Quality questions will be scored using the following scoring guidance for evaluators:

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| **Grade label** | **Grade** | **Definition of Grade** |
| Unacceptable | 0 | **Does not meet the requirement**The Bidder has not responded to any minimum requirements of the Question, has provided a response which does not address the minimum requirements or the response does not comply with the instructions of the question. |
| Serious Reservations | 1 | **Does not satisfy the requirement with major reservations**Considerable reservations of the Bidder’s understanding and skills required; the Bidder has not responded to most of the minimum criteria for the question and does not provide any assurance in relation to the areas responded to. |
|  Minor Reservations  | 2 | **Does not fully satisfy the requirement with minor reservations**Minor reservations of the Bidder’s understanding and skills; the Bidder has responded to the minimum criteria stated for the Question but has provided little to no evidence to demonstrate they can meet the requirements in relation to this question, or the Bidder has not responded to some of the minimum requirements but has provided assurance in relation to some elements of the question responded to. |
| Satisfactory | 3 | **Satisfies the requirement**Demonstration by the Bidder of the understanding and skills required to provide the services, with evidence to support the response. The minimum requirements are demonstrated in relation to this question. |
|  Good | 4 | **Satisfies the requirement with minor additional benefits**Above average demonstration by the Bidder of the understanding and skills required to provide the services in relation to this question. All minimum requirements of the question are addressed and the response identifies factors that may offer potential added value or innovation, with evidence to support the proposals. |
| Excellent | 5 | **Exceeds the requirement**Exceptional demonstration by the Bidder of the understanding and skills required to provide the services in relation to this question. All minimum requirements of the question are addressed and the response identifies factors that will offer demonstrated added value or innovation, with evidence to support the proposals. |

Your total fixed price will be evaluated using the following criteria:

Example (illustrative only)

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| **Bidder** | **Price**  | **Calculation** | **Score** |
| Bidder A | £100 | Lowest | 80% (Max) |
| Bidder B | £120 | 100/120 x 80 | 66.67% |
| Bidder C | £140 | 100/140 x 80 | 57.14% |

**Response Form 1 – Specification Compliance**

**Note to Bidders:**

The Bidder must respond to each row of the Specification below.

Please write "Confirmed" to confirm acceptance of the row and add any supporting comments as appropriate.

If not accepted, the Bidder must state “Unable To Comply” and explain why this is not possible. This must be full form drafting capable of being inserted into the contract.

If an alternative is proposed the evaluation panel must be satisfied with the explanation/evidence given to ensure that the proposed provision does not change the specific service requirements or pose a risk to the Authority. Failure to provide sufficient assurance may result in disqualification. The level of compliance and risk of variation will be evaluated as part of your ability to comply with the specification.

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| 1. **General**
	1. The Supplier will provide Services and Goods as follows to provide the Authority with ED Aftercare Advice Cards, to include but not limited to:
* Digital platform system for a full catalogue of ED aftercare advice cards
* Print on demand ED aftercare advice cards
	1. Both the digital system and print on demand ED aftercare advice cards must be ready by the contract start date.
1. **Context and Background**
	1. The Authority is seeking a supplier to provide ED pre authored aftercare advice cards via an online platform and also with printed stock across its three departments – Lincoln County ED, Pilgrim ED and Grantham & District UTC.
	2. Estimated ED attendances for a 12-month period are 143,259 and split down to 63,500 at Lincoln County Hospital, 51,000 at Pilgrim Hospital and 28,000 at Grantham & District Hospital. Not all attenders would require aftercare advice cards.
	3. The Authority is seeking a supplier with a background in providing digital and print services to healthcare organisations.
2. **Scope of Work – General**
	1. To provide a full catalogue of pre authored clinically written, simple, easy to understand aftercare advice card range to patients to allows them to know how to take care of themselves after a visit to hospital.
	2. Promotional materials i.e.
* wall posters and handout QR code cards to guide patients to the online platform
* digital media to allow the Trust to share via the social media
	1. Aftercare card wall display racking. The racking must comply with the Authority’s infection prevention and control regulations for easy cleaning (Note – Racking is currently in place, but the Supplier would be required to supply replacements as required)
	2. Robust implementation project plan including:
* Rollout plan for each department
* Staff training sessions/instruction materials on how the system works and the benefits for both staff and patients, communications plan.
* Staff training materials for ordering process of physical cards.
	1. The Supplier has experience in providing digital and print advice cards or similar service.
1. **Scope of Work – Digital System**

Externally hosted platform to host digital information accessible QR codes.Aftercare advice cards need to be automatically available on the platform in a minimum of 200 languages. Key languages the Authority required for the online platform are English, Bulgarian, Romanian, Polish, Russian, Latvian, Lithuanian, Portuguese, Simplified Chinese, Czech. Ability to download and print online advice cards from the digital system.Digital system to be accessible 24/7 on any digital deviceAdvice cards to be in ULTH Trust branding and localised to each ED department, branding to be amendable should the need arise, agreed and approved by Authority leads.Customisable platform to allow for easily amend, change, multimedia content and add new information.Data analytics on online usage by patients available to the Authority Ability to collect anonymous feedback via the online system1. **Scope of Work – Print**

Provision of print on demand service to provide to patients without access to technology or those who are digitally excluded.Print cards will be folded to A6 size Print cards must be held in stock at the supplier’s premises and delivered to the Authority as and when requiredPrint cards must be delivered within 5 working days of the Authority ordering them.1. **Information Governance**

All data transfer, storage processing and management must comply with the Data Security and Protection Toolkit, latest version. The Supplier must undertake to agree and abide by any data sharing agreements necessary for compliance with the Data Security and Protection Toolkit. The Supplier must have relevant cyber certification and/or be willing to implement this in time for contract commencement if the Authority deems it necessary (note this would be cyber essentials+ or ISO equivalent)IT Systems used as part of providing this contract must be regularly security patched to help prevent cyber security incidents. Data must meet national data standards, and any system changes required to meet such standards or subsequent changes to such standards must be met by the Supplier within a nationally acceptable time frame.Provision of a completed DTAC self-assessment must be provided | **Bidder “Confirmed” + comments as applicable** |  |
| Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text.Click here to enter text. |  |
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| Name: |  |
|  Position: |  |
|  Organisation: |  |
|  Address: |  |
|  Date: |  |

**Quality – Atamis Envelope**

**Evaluation – Quality**

**Method statement questions**

The below questions have been posed to help the Authority fully understand how your proposal will meet full compliance with the non-optional elements of the specification. Please enter a copy of the information submitted electronically in the Atamis e-tendering envelopes in the fields below. No superfluous information should be included in your responses.

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| 1. | Method statement of experience in providing print and digital services to healthcare organisations including examples of the ED Aftercare Advice Cards or similar – 10% |
| **Response:** Confirm how your system and company can undertake the above specification and where you can provide innovation or efficiencies in the services. Demonstrations will be arranged to clarify bid responses and specification compliance – dates will be offered post initial evaluations |
| 2. | Sample Print Cards – 10% |
| **Response:** Provide 2 x samples of the Printed Cards to the below addresses by the closing date of the tender:1x Address – Emergency Department FAO Blanche Lentz, Pilgrim Hospital Boston, Sibsey Road Boston Lincolnshire PE21 9QS1x Address – Patient Experience Team FAO Sharon Kidd, Grantham and District Hospital, 101 Manthorpe Road Grantham Lincolnshire NG31 8DGSamples will be evaluated based on legibility, having an easy to read print/font, durability and sufficient material quality. |

**Response Form 2 – Price/Breakdown**

Single annual payment covering all updates, amendments, additions and re-orders (no additional charges).

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| **Service** | **Annual cost (£)** |
| Print & Digital ED Aftercare Advice Cards – Year 1 | [*Insert figure to be charged to the Authority*] |
| Print & Digital ED Aftercare Advice Cards – Year 2  | [*Insert figure to be charged to the Authority*] |
| Print & Digital ED Aftercare Advice Cards – Year 3 (optional extension period)  | [*Insert figure to be charged to the Authority*] |
| **TOTAL (including optional extension period)**  | [*Insert figure to be charged to the Authority*] |

The above prices are firm for 90 days for the date of this quotation.

I am aware that my completion of these response forms is at my own cost and does not guarantee being chosen to supply the above service. I understand if chosen as a supplier I will receive an official purchase order from the Authority.

This document shall be deemed to have been signed by the person whose details are below. An actual signature is not required

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| --- | --- |
|  Name: |  |
|  Position: |  |
|  Organisation: |  |
|  Address: |  |
|  Date: |  |