

**Invitation to Quote (ITQ)**  
**Insight Service Software**

Midlands and Lancashire CSU (MLCSU) wish to invite you to respond to this 'Invitation to Quote'.

Following the receipt of your quote the insight service project team will evaluate the bids against the evaluation criteria. The preferred supplier will be chosen on their ability to meet the specification requirements to fulfil the service.

The key criteria areas are:

Price  
Software performance  
Demonstrable experience  
Considered and robust implementation and delivery programme.

Bidding organisations must obtain for themselves at their own responsibility and expense all information necessary for the preparation of their bids and will be deemed to have availed themselves of all necessary information in submitting bids.

Please find attached the 'Specification Brief' which will help you direct your response appropriately. Please do not hesitate to contact me with any questions.

Kind regards,



*Elaine Butler*  
**Senior Procurement Officer**

## Section A - Evaluation and weightings

Please see evaluation grid below:

### Weightings – Totalling 100%:

<b>Quality</b>	<b>70%</b>
Sub criteria: Section 1 – Modules and functionality	25%
Sub Criteria: Section 2 - Administration access flexibility	15%
Sub criteria: Section 3 - Reporting	15%
Sub Criteria: Section 4 – Hosting, support and contract	15%
<b>Price</b>	<b>30%</b>
<b>TOTAL</b>	<b>100%</b>

## Section B - The Client and service

Midlands and Lancashire Commissioning Unit (MLCSU) Communications and Engagement (C&E) service have developed a powerful, holistic tool that records all types of patient feedback to generate insight about the local population.

<https://www.midlandsandlancashirecsu.nhs.uk/products/insight/>

MLCSU are reviewing the software used to provide the Insight service to ensure that the service provided is competitive in terms of the management and reporting of NHS data and financial costs to clients.

**Contract Length** – please include costs for one, two and three years. We wish to retain options as to the selected contract length. All pricing will be compared using the same contractual option.

**Our Insight service** provides an online database which records all types of patient, risk and clinical feedback in real-time and permits the addition and retrieval of data as required.

The Insight database is used to record all types of patient experience feedback including feedback from: focus groups, consultations, surveys, social media, patient opinion, NHS choices, media, MP letters, FOIs, SARS, PALS and complaints.

The insight system also used to record and manage incidents, serious incidents and corporate risks.

Within the database feedback is categorised under five domains of patient experience and allocated to the service provider. This enables a real-time and ongoing picture of provider performance presented in patient experience dashboards for CCGs, contract management teams and quality improvement staff.

## **Section C – Our requirement**

In the four sections below, we have outlined our system requirements. We require your offer to be as closely aligned to this as possible. However, we are keen to receive bids from software providers who may have additional services or functions which they feel will be of interest and use to us.

Consequently, the following is a structured approach which may not be complete. You should, therefore, consider it as an indication of intent rather than a definitive list.

### **Alongside the sections listed below, the successful applicant will:**

- Have experience of providing software to NHS organisations.
- Provide a system that records patient, clinical and risk data.
- Be customer focussed and provide ongoing development support.

### **Sub Criteria Section 1 – System modules and functionality.**

- S1.1 Ability to have access to modules in the software that can hold patient feedback, clinical feedback and risk effectiveness data
- S1.2 Web-based database that can be accessed from multiple sites
- S1.3 Multi- level security groups for users. Ability to set different levels of access to users
- S1.4 Risk matrix that is included in both clinical feedback and risk effectiveness data can be adapted for each individual organisation
- S1.5 Create template letters with organisation logos. Support the creation of mail merge letter templates.
- S1.6 Attach documents to records and email through the software

### **Sub Criteria Section 2 – Administration access and flexibility**

- S2.1 Design multiple individual/organisational reporting and reviewing forms for each module
- S2.2 Upload coding in core fields and extra fields on organisational basis to ensure that bespoke forms can be built at CCG requirement
- S2.3 Ability to link the coding held in both reporting and reviewing forms for user
- S2.4 Demonstrate the approach to ensuring user testing and system responsiveness meets our needs.
- S2.5 Ability to transfer records from current software, import function and transfer f associated documents.

### **Sub Criteria Section 3 – Reporting**

- S3.1 Ability to upload to NRLS, codes mapped
- S3.2 Reports builder that allows a schedule to be set to email user with report on specified date
- S3.3 Report templates – enable build to be used by specific user/team of the system
- S3.4 Dashboards – Able to build real time individual dashboards
- S3.5 User able to create own dashboard/reports and share those with colleagues

### **Sub Criteria Section 4 – Hosting, support and contract**

- S4.1 Detail the level of support that you will offer and timeframe for implanting software
- S4.2 Annual cost to include providing access to any CCG outside of CSU footprint
- S4.3 One year, two year and three-year contract availability
- S4.4 Software to be hosted by software company

### **Section D – Timescales**

<b>Activity:</b>	<b>Date:</b>	<b>Relative to:</b>
Deadline for questions	10 <sup>th</sup> May 2019, 1600 hours	All bidders wishing to quote
Deadline for receipt of Proposal	22 <sup>nd</sup> May 2019, 1600 hours	All bidders wishing to quote
Interviews (if needed)	TBA (if required)	All bidders that quoted (if required)
Notice of award	7 <sup>th</sup> June 2019	All bidders that quoted
Delivery of work commencement	June 2019	Successful bidder

### **Section E - The Bid Submission and process**

All Bidders, as well as describing the approach they would take to this work, should, in their submission:

- **Register with *Bravo mlcsu.bravosolution.co.uk* if they would like to quote for this work**
- **Submit the quotation on headed paper.**
- Provide a quotation which does not exceed 10 pages in length.
- Explain how you may meet the key requirements outlined in this document.
- Examples of similar work undertaken within the sector in no more than 500 words
- Details for 2 references that MLCSU can contact (this should be customers to whom you have provided work similar to that included in the 'specification')
- Agreement to adhere to the terms and conditions of the NHS standard contract for services
- Cost proposal for one year, two years and three years, including any assumptions and restrictions