Request For Information – PIN Notice Questionnaire (Audio Visual Solutions & Integrated Operating Theatres 2)

Please complete the table below.

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| --- | --- |
| Organisation name: |  |
| Contact name for enquiries about this RFI |  |
| Contact position (job title): |  |
| Contact address: |  |
| Telephone No.: |  |
| Email: |  |
| Website address: |  |
| Submission Date: |  |

NHS SBS are consulting on a proposal to put in place a framework for the provision of Audio Visual Solutions and Operating Theatre Solutions with related Audio Visual Goods and Services to be used by Approved Organisations.

To help refine and develop our national procurement strategy and help in the development of our service specification to meet the needs of NHS Organisations which may also be used by other UK Public Sector Approved Organisations, NHS SBS are engaging with potential Providers prior to the release of any official tender documents via Find a Tender Service (FTS).

The framework provides Approved Organisations with a vehicle for satisfying all audio-visual requirements under one framework agreement, with one sole supplier/contract, rather potentially multiple contracts and suppliers. The framework includes a major focus on the integration of audio-visual solutions into the operating theatre.

This framework replaces the existing Audio Visual Solutions & Integrated Operating Theatres framework (ref: SBS/18/CR/WCN/9343), which expires 28th February 2023. The new framework, subject to review and change, is expected to go live by summer 2023.

Proposed elements of the services will include, but not be limited to the following:

* **Multi-Disciplinary Team Rooms (MDT)** (including design, consultancy, and implementation of MDT rooms, enabling teams to collaborate remotely for diagnostic and discharge purposes. Able to integrate with operating theatres, supporting staff efficiency and the improvement of patient care, patient discharge and waiting times)
* **Integrated Theatre Systems** (including design, consultancy, and implementation of Integrated Operating Theatres solutions. Major focus on improvement to video and picture technologies, with ability for MDT room integration supporting improved diagnosis and clinical student training)
* **Digital Signage** (including design, consultancy, and implementation of Digital Signage, including wall mounted or stand-alone signage and advertising displays. There is provision for software and hardware-based solutions to ensure an end-to-end solution)
* **Bedside Entertainment Systems** (including design, consultancy, and implementation of interactive entertainment systems that could include TV, Wi-Fi, tablets, wall mounts and related peripherals)
* **Patient Check-In Devices** (including design, consultancy, and implementation of patient check-in kiosks including free standing, wall mounted, desk mounted, tablets and related peripherals)
* **AV Hardware & Software (One Stop Shop)** – (Provision of AV hardware and software. This could include TV, monitors, projectors, DVD, remote controls, and any other AV related equipment.)

Suppliers wishing to be considered for this framework should express their interest and return this completed document by 28th November 2022 via email to nsbs.digital@nhs.net detailing which categories they wish to participate in market engagement sessions for.

The aim of this questionnaire is primarily to test certain principles and assumptions and accordingly inform our design of the renewed framework agreement. A secondary aim is to notify the market of NHS SBS future plans to renew the Audio Visual Solutions & Integrated Operating Theatres framework and gauge interest in this opportunity with providers of Audio Visual and operating theatre solutions.

**About NHS Shared Business Services**

NHS SBS was created in 2004 by the Department of Health and Social Care (DHSC) to deliver corporate services to the NHS. A unique joint venture with Sopra Steria, a European leader in digital services and software development, we make life easier for NHS employees, patients, and suppliers, and deliver value for money to the taxpayer.

Proud members of the NHS family, we provide finance & accounting, procurement, and workforce services to more than half the NHS in England. Co-created with and for those who use them, our shared solutions are informed by big data and powered by cutting-edge technologies, delivering efficiency, effectiveness, and resilience at levels unachievable for organisations working alone.

Our partnership approach to every project is underpinned by our teams’ expertise, in-depth understanding of the NHS, and commitment to service excellence. We share common values and unity of purpose with the rest of the NHS family, and our employees are empowered to question, test, and solve the challenges the NHS faces as it transforms to meet the needs of the 21st century. For more information, please visit [www.sbs.nhs.uk](http://www.sbs.nhs.uk)

**Pre-Procurement Consultation Questionnaire**

NHS SBS would like to hear about your organisation including any views, suggestions, and proposals as part of this early market engagement exercise. Responses should be answered within the text spaces below, within the word count, and must be returned as one single document. All submissions will be treated confidentially. Please note you are not required to respond to all questions.

Please advise which of the following framework service areas your organisation is able to provide.

**Potential Framework Structure**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Area** | **Yes, I’m interested** | **No, I’m not interested** | **Not sure** |
| **Audio Visual Solutions Framework Scope**  |
| Integrated Theatre Systems | ☐ | ☐ | ☐ |
| Multi-Disciplinary Team Rooms (MDT) | ☐ | ☐ | ☐ |
| Digital Signage | ☐ | ☐ | ☐ |
| Bedside Entertainment Systems | ☐ | ☐ | ☐ |
| Patient Check-In Devices | ☐ | ☐ | ☐ |
| General AV Equipment (One Stop Shop) | ☐ | ☐ | ☐ |

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| --- | --- | --- | --- |
| Question Number | Question  | Response | Word Limit |
| Q1 | **Please provide a summary of the audio-visual Solutions your organisation provides to the NHS or Public Sector including an outline of the nature and scale of your current service delivery activities.** |  | **500 Words** |
| Q2 | **Please describe any audio-visual Solutions that would not be covered in the current Lot structure which you believe could be used by Health and Social Care (or Wider Public Sector) customers in future.** **Please include any changes and impact that the coronavirus (Covid-19) pandemic may have had on Health and Social Care (or Wider Public Sector) requirements and include any potential areas for innovation.** |  | **500 Words** |
| Q3 | **Do you have any thoughts on future requirements that Health and Social Care (or Wider Public Sector) customers have for Audio Visual Solutions? Your response could cover the following:****•Functionality for patient services****•Support of patients in the clinical setting and any systems required to support this****•How systems can facilitate the integration of services over different geographical areas** |  | **300 Words** |
| Q4 | **What is your estimate of the size of the market in your organisations specialist area, and what metrics do you use to measure this? Could you please describe where you feel your organisation sits in terms of market share?** |  | **300 Words** |
| Q5 | **Please provide an example of the pricing model(s) used to charge for your organisations services to the Health and Social Care Organisations (or Wider Public Sector).** |  | **300 Words** |
| Q6 | **Is your organisation currently awarded to any other framework agreements? If so, please confirm which ones. Does your organisation have any other routes to market for the NHS and wider public sector?** |  | **300 Words** |
| Q7 | **What do you think are the key deliverables and challenges in delivering Audio Visual Solutions to Health and Social Care (or Wider Public Sector) customers? Please include in particular any information on terms and conditions that may influence your decision to apply to join this framework agreement (**[**NHS SBS use standard DHSC NHS Ts & Cs**](https://www.england.nhs.uk/wp-content/uploads/2022/09/nhs-framework-agreement-for-the-supply-of-goods-and-the-provision-of-services.docx)**)** |   | **300 words** |
| Q8 | **Are there any other key issues or restrictions that would make tendering for this opportunity not worthwhile? How can NHS SBS make this procurement opportunity more attractive to your organisation?** |  | **300 Words** |
| Q9 | **What industry standard accreditations are there in this area? Does your organisation have them? In your response, please consider the NHS England Transformation Directorate Digital Technology Assessment Criteria (DTAC)** |  | **300 Words** |
| Q10 | **Are you are happy for NHS SBS to contact you directly in relation to this market engagement exercise for additional meetings/conference calls?** | **Yes** [ ] **No** [ ]  | **Multiple choice – N/A** |
| Q11 | **Please confirm if your organisation is interested in bidding for this framework agreement and would like to be included in any future communications about the progress of this project** | **Yes** [ ] **No** [ ]  | **Multiple choice – N/A** |
| Q12 | **Please provide an overview of any social value programs your organisation has delivered in accordance with the UK Social Value Act, to your customers alongside service offerings most relevant for the scope of this Framework, covering any of the identified themes: Covid-19 recovery, tackling economic inequality, fighting climate change, ethical supply chain etc** |  |  **300 words** |
| Q13 | **Regarding distribution and go-to-market sales models, please confirm your organisation’s preferred mode of operation e.g., Direct distribution to the Consumer by you and your sales staff, Indirect distribution and sales via specialised resellers in the channel etc. and how you work with sub-contractors to deliver the goods and services (if applicable).** |  | **500 Words** |
| Q14 | **Any Further Comments** |  | **300 Words** |

PLEASE NOTE:

Any responses to this early market engagement exercise imply no commitment on Suppliers to engage in any subsequent procurement process, nor do they confer any advantaged status or guarantee of inclusion in any subsequent procurement process for those Suppliers who do respond. The questionnaire and all responses received are in no way legally binding on any party.

NHS SBS reserve the right to withdraw this notice at any time. NHS SBS is not bound to accept any proposals submitted by Suppliers and is not liable for any costs incurred as a result of Suppliers engaging with this process. This Early Market Engagement Exercise does not guarantee that procurement will take place and NHS SBS reserves the right to defer from any procurement entirely.

Please note, this is a request for information only and is not currently a tender opportunity - there are no tender documents to download at this stage.

Please return completed forms direct via e-mail to nsbs.digital@nhs.net

Responses must be completed and received by NHS SBS **by Monday 28th November 2022.**

Please noteextensions can be requested to this deadline and a late response will not prohibit consideration or review of the information submitted, or participation in the procurement exercise once published.

We will be holding a supplier webinar via Microsoft Teams between the **dates 30th November 2022 to 16th December 2023.**

Please let us know in the box provided below of your availability for a supplier meeting within the above period:

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