Pre-Procurement Survey

**Market Sounding Questionnaire**

**Health Emergency Badge Scheme**

**Case Management System, Badge Production and Badge Distribution Pre-Procurement for London Councils**

*This Market Sounding Questionnaire (MSQ) is not a call for tenders or a pre-qualification exercise.*

*This MSQ has been developed to provide London Councils with information that will inform the procurement specification and strategy for the above proposed procurement.*

*The information within this document has been generated solely for pre-procurement market engagement purposes and (depending on the information received from potential suppliers and/or manufacturers) may not reflect the information ultimately presented in any future calls to tender.*

Contents

[Part 1: Background Information 3](#_Toc69977491)

[Introduction: 3](#_Toc69977492)

[2. Feedback Request: 3](#_Toc69977493)

[Preliminary Information 4](#_Toc69977494)

[3.1. Description of Requirement: 4](#_Toc69977495)

[3.2. Proposed Solution: 6](#_Toc69977496)

[3.3. Indicative Programme Timescales: 6](#_Toc69977497)

[Part 2: Questionnaire 7](#_Toc69977498)

[4. Appetite: 7](#_Toc69977499)

[5. Lot 1: CMS Design, Development, Maintenance and Hosting 9](#_Toc69977500)

[5.1 System Development 11](#_Toc69977501)

[5.2 On-going costs 11](#_Toc69977502)

[6. Lot 2: Badge Production and Distribution: 12](#_Toc69977503)

[7. Innovation: 13](#_Toc69977504)

[8. Risks and Opportunities: 14](#_Toc69977505)

# Part 1: Background Information

## Introduction:

This market sounding questionnaire (MSQ) issued by London Councils in accordance with Regulation 40 of the Public Contract Regulations 2015 seeks to obtain early market feedback in relation to the future procurement of services to support the Health Emergency Badge (HEB).   
  
This Early Market Engagement (EME) activity aims to gain insight into the potential for a new a case management system, as well as a new badge design, production, and distribution, from the market in order to understand the appetite, capacity and maturity in relation to this requirement.

## 2. Feedback Request:

Your response is very important and will allow London Councils to assess the views of the supply chain and inform the procurement strategy. London Councils plan to finalise this strategy in autumn 2021, with a view to commencing any resulting procurement in late 2021 / early 2022.

This questionnaire will not form part of the formal procurement process. All responses are to be submitted **by 30/07/2021.** All responses received by this date will be considered but will not commit London Councils’ to any specific approach.

Please send your responses via email for the attention of:

Name: Mital Patel

Email: mital.patel@londoncouncils.gov.uk

## Preliminary Information

### 

### 3.1. Description of Requirement:

The Health Emergency Badge (HEB), formally known as the British Medical Association badge (BMA) and later as the Health Emergency Badge, is used by health sector professionals (HSPs) involved in the delivery of primary healthcare attending, medical emergencies in patients' homes.

The scheme is not a mandatory provision and has no legal status. However, under the agreement with London Councils’ Transport and Environment Committee (TEC), all London boroughs are formally signed up to the scheme that is offered at the discretion of London parking authorities in line with the current terms and conditions.

The HEB allows HSPs to park for free in certain restricted areas on-street whilst attending medical emergencies. It limits the potential for staff to receive Penalty Charge Notices (PCNs), if the badge is used correctly and displayed in accordance with the terms and conditions. Badges can be used by doctors, nurses, health visitors or midwives who engage in urgent or emergency health care visits to patients in their homes.

In 1996, the Transport and Environment Executive Sub Committee agreed to adopt and manage the scheme, replacing the BMA and officially took control in 1997.

In early 2019, London Councils agreed to complete a review of the existing HEB scheme to understand where improvements could be made. The review sought the opinions of HSPs using the scheme and all 32 London boroughs and the City of London responsible for providing kerbside parking management. This is the first major review of the scheme since 1997 and advances in technology during this period means that efficiencies and improvements could be found for London Councils, boroughs and HSPs.

The main findings and recommendations were:

* The HEB scheme and badge be renamed to the ‘Urgent Care Badge’.
* A two-hour time limit is set to attend any urgent care visit and indicated with a clock to be displayed with the badge.
* A new badge is designed to include additional security features to help prevent fraud and misuse.
* A new case management system (CMS) is developed to improve the application and management processes.
* The eligibility and allocation criteria to remain the same.
* The terms and conditions of use are strengthened and updated.
* The cost of the badge be reviewed.

At this stage of the EME, it should be noted that having consulted the NHS, it was established that under the NHS England’s definition of “emergency”, the HEB Scheme should be rebranded to the ‘Urgent Care Badge’ Scheme (UCB)\*, to reflect ‘urgent care’, indicating a clearer understanding of the purposes of the scheme and the circumstances in which the badges can be used.

*\*For the purposes of this pre-procurement activity, London Councils will continue to refer to the scheme as HEB.*

The review examined both current scheme parameters and possible future elements including the administration and back-office functions, eligibility, cost and design of the badge and borough enforcement practices. Discussions also centred on whether the HEB scheme is still fit for purpose, in providing practical parking solutions for health professionals who carry out essential first responder duties, without having a negative impact on kerbside parking opportunities for residents, businesses and visitors.

There are approximately 800 practices, clinics and health care trusts/hospitals on record and based on current levels, London Councils have around five-thousand badges in circulation. At present, London Councils processes in the region of 2,500 badges per year, with each badge having a two-year validity period.

London Councils’ administration process is currently paper/e-mail based, and we are keen to see this process updated with an IT solution, accessible to a team of six officers. The current process map is available at Appendix 1.

As part of a wider review, in December 2019, TEC supported the principle of London Councils exploring the procurement of a new case management system (CMS) alongside a new badge design; badge production and badge distribution direct to the HSPs.

The CMS must have the ability to provide real time updates, better communication channels with the HSPs and local authority officers. This will assist in enabling a faster application and evaluation process, an enhanced monitoring ability, a clear auditable recording of information and an improved enforcement capability.

The design of the system should allow for user access rights defined by London Councils to monitor badge levels, badge validity, payments and production of badges and any other aspect required by London Councils.

The current design of the HEB is a plastic credit card style, designed to be displayed in a bespoke plastic holder, with the facility to write contact details on a separate blank wipeable card of the same size. At present, the badge does not contain any security features to help limit fraud and misuse of the scheme. The HEB and contact details cards are displayed in the vehicle by inserting both into the plastic holder which hangs from the rear-view mirror.

London Councils has designed a new badge, that incorporates several features which is similar to the national Blue Badge. This new badge also includes a clock to indicate time of arrival which should provide some resilience to the impacts of fraud and give more information for borough enforcement officers assessing whether the badge is being misused.

In addition to the security features that London Councils has proposed in the mock design of the new badge, we would be keen to know of any further anti-fraud features/devices that may assist us in achieving our desired end product, that we may not have already considered. The new design is provided at Appendix 2.

During 2021/22, London Councils may decide to commence a procurement exercise and enter into contract with a supplier, or suppliers, for one or more of the following:

Lot 1: CMS Design, Development, Maintenance and Hosting

Lot 2: Badge Production and Distribution

### 3.2. Proposed Solution:

London Councils is considering delivering this requirement by awarding a Contract for Services. Any future procurement, should London Councils choose to proceed with one, will comply with the Public Contract Regulations (2015) (as may be amended) and use either the open procedure or the competitive procedure with negotiation (depending on findings of this EME). It is likely that future contracts will be awarded for a duration of three years, with an option to extend in yearly increments for a further three years.

*Please note, no supplier will be restricted from bidding for and being awarded both Lots.*

### 3.3. Indicative Programme Timescales:

*Initially, London Councils will review the responses received as part of this MSQ publication with the intention of sharing further programme timescales with interested parties at a later date.*

# Part 2: Questionnaire

We would greatly appreciate your feedback in the form of a response to the following questionnaire. This exercise does not form part of any formal procurement process. All responses will be carefully considered but will not bind London Councils to any specific approach to the procurement (or indeed to run a procurement exercise at all) nor will responses be treated as conveying any promise or commitment on the part of the respondent.

Feedback to specific ‘themes’ is being sought at this stage, with the questions to be answered on the following pages. Please provide your responses in the answer boxes provided.

Supplier to fill in:

|  |  |
| --- | --- |
| **Organisation Name:** |  |
| **Company Registration Number:** |  |
| **Key Contact Name:** |  |
| **Key Contact Job Title:** |  |
| **Key Contact Email & Telephone Number:** |  |

## 4. Appetite:

1. London Councils would like to gauge your interest to the proposed opportunity as described in the Preliminary Information section. **Please indicate in the table below which of the proposed services you would be interested in tendering for and note there are no restrictions on the number of Lots a single supplier can bid for.**

**LC reserves the right not to go to market for any individual Lot or combination of Lots.**

|  |  |
| --- | --- |
| **HEB**  **Case Management System, Badge Production and Distribution Procurement for London Councils** | **Interest**  **(Yes/No)** |
| **Lot 1: CMS Design, Development, Maintenance and Hosting** |  |
| **Lot 2: Badge Production and Distribution** |  |

2. Based on the information provided within the Preliminary Information would you anticipate responding to this opportunity as a single entity or form a joint venture (JV)/partnership\*? (maximum 250 words)

*\*Please name any intended partners if known at this stage (JV or otherwise)*

3. If you have highlighted the need for a subcontractor in question 1 to support delivery of any elements within the above table, please indicate **why this is the case and how it will be delivered** in the comments box. (maximum 250 words)

4. If you are **not** interested in any of the above requirement(s) within the table above, please indicate **why this is the case** in the comments box (e.g. capacity or resourcing constraints, etc). (maximum 250 words)

## 5. Lot 1: CMS Design, Development, Maintenance and Hosting

5. Please indicate in the below table which of the proposed CMS approach/design specifications you can provide:

|  |  |  |
| --- | --- | --- |
| **CMS Design, Development, Maintenance and Hosting Specifications** | **Current Ability to Deliver the Requirement**  **(Yes/No)** | **Additional Information/Comments** |
| **Agile development including discovery, alpha, beta and live phases** |  |  |
| **Receive, store and process HEB application requests** |  |  |
| **Search, view and edit applications** |  |  |
| **Record the details of the applicant clinic or health care trust.** |  |  |
| **Deal with multiple badges on a single application** |  |  |
| **Access the portal from a dedicated website** |  |  |
| **Run reports on a wide range of parameters** |  |  |
| **Take secure payments** |  |  |
| **The need for the database to be real time** |  |  |
| **Track and audit applications** |  |  |
| **Generate unique references** |  |  |
| **Allow for multiple processing windows** |  |  |
| **Interact electronically with the badge manufacturer** |  |  |
| **Pending badge expiry notifications** |  |  |
| **Generate letters, emails to applicants and badge holders (and as groups)** |  |  |
| **Provide varying access rights for user groups.** |  |  |

6. Please identify any other design specifications you feel may be appropriate for the requirement described in the Preliminary Information Section (maximum 250 Words)

7. In addition to the information provided above, please identify any proposed methods of utilising technology to deliver each aspect of the requirements detailed in the Preliminary Information section, in order to improve or streamline this service (maximum 400 words)

|  |
| --- |
|  |

8. In your view what is the rough order of magnitude (ROM) cost of delivering the following:

### 5.1 System Development

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase/Activity** | **Estimated Average Day Rate** | **Estimated Number of Days** | **Estimated ROM cost** | **Estimated Elapsed time to deliver (Weeks)** |
| **Discovery** |  |  |  |  |
| **Alpha** |  |  |  |  |
| **Beta** |  |  |  |  |
| **Live** |  |  |  |  |

### 5.2 On-going costs

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Estimated Day Rate** | **Number of Days**  **(Anticipated support, maintenance and further development (Annual))** | **Estimated ROM cost** |
| **Product Manager** |  |  |  |
| **Content Designer** |  |  |  |
| **User Researcher** |  |  |  |
| **Delivery Manager** |  |  |  |
| **Developer** |  |  |  |
| **Non-staff (Annual Estimate)** | | | |
| **Hosting** |  | | |
| **Licencing** |  | | |

## 6. Lot 2: Badge Production and Distribution:

9. As specified in the Preliminary Information section currently there are approximately five thousand HEBs issued to approximately 800 health organisations. London Councils has designed a version of what we envisage the new dashboard style badge to look like.

*Please see attached sample of the newly branded ‘Urgent Care Badge’ Design below:*

Please identify in the below table, the types of features you are able to provide as part of this service and whether there are any restrictions.:

|  |  |  |
| --- | --- | --- |
| **Production and Distribution**  **of the UCB** | **Current Ability to Deliver the Requirement**  **(Yes/No)** | **Additional Information/Comments** |
| **Ability to produce a Badge in line with the sample template (measurements approx. 15cm x 11cm)** |  |  |
| **Ability to receive weekly batches and process within five working days** |  |  |
| **To include features generated by a CMS:**   * **Serial number** * **Expiry date** * **Name of Health Organisation** * **NHS Practice Number** * **Borough Suffix Indicator** |  |  |
| **Hologram** |  |  |
| **Adjustable Clock** |  |  |
| **A Wallet** |  |  |
| **A Tracked Delivery solution to end user** |  |  |

10. If you are currently unable to deliver this requirement, please indicate your willingness and capacity to adapt and upscale in order to fulfil the requirement as set out in the Preliminary Information section. (maximum 250 words)

|  |
| --- |
|  |

11. Are there any critical factors that would stop you from bidding for the opportunity described in the Preliminary Information? i.e. contract value, contract volumes, scale of requirement. (maximum 250 words)

|  |
| --- |
|  |

## 7. Innovation:

12. Can you briefly explain what additional innovation in badge production and design (including additional anti-fraud features) do you think London Councils should consider? (maximum 400 words)

|  |
| --- |
|  |

13. In your view what is the rough order of magnitude cost of the following:

|  |  |
| --- | --- |
| **Non-staff (Annual Estimate)** | |
| **Application Programming Interface (API) development** |  |
| **Unit cost per HEB** |  |
| **Any additional costs (please specify)** |  |

## 

## 8. Risks and Opportunities:

15. Please highlight the top 3 Risks and top 3 Opportunities that your organisation foresees regarding this potential commercial activity:

|  |  |
| --- | --- |
| **Top 3 Risks & Potential considerations** | |
| **Risk 1:** |  |
| **Risk 2:** |  |
| **Risk 3:** |  |

|  |  |
| --- | --- |
| **Top 3 Opportunities** | |
| **Opportunity 1:** |  |
| **Opportunity 2:** |  |
| **Opportunity 3:** |  |

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.

Appendix 1 – As Is Process Flows



Appendix 2 – New Badge Design

