**Implementation and adoption of the Integrated Information System**

**for domiciliary and residential care in Campania**

**Preliminary Market Consultation Document**

**Art. 66 Italian Legislative Decree n. 50/2016**

**(transposition of Art. 40 Directive 2014/24/EU)INTRODUCTION**

So.Re.Sa. S.p.A. (hereinafter Soresa), pursuant to art. 6, paragraph 15, of the Campania Regional Law n. 28 of 24/12/2003, as amended by the Campania Regional Law n. 16/2014, is a Regional Central Purchasing Body, as defined in Article 3, paragraph 2.3, letter. s) of the Italian legislative decree n. 50/2016 ("Public Procurement Code" or, simply, "Code"), and it is a Procurer Aggregator, pursuant to Article 9 of the Decree-Law of 24 April 2014, n. 66.

On its duties, Soresa awards public contracts or concludes framework agreements for works, supplies or services for: Local Health Authorities and public and private accredited Hospitals; for the Campania Region wholly-owned subsidiaries, including those in house, except for EAV S.r.l. and Sviluppo Campania S.p.A.; for the regional instrumental bodies, other than those competent for transport by road and rail; for the Local Authorities and for the other public authorities that are established in the regional territories.

Soresa, in its capacity of Regional Central Purchasing Body, has in program the completion of a tender procedure for the "Implementation and adoption of the Integrated Information System for domiciliary and residential care in Campania Region”.

Therefore, in order to come to a complete definition of the procurement initiative, it has been considered appropriate to acquire from the market evaluation elements, which may be useful in the preparation of the procurement itself, through a "preliminary market consultation", in accordance to Art. 66 of the Public Procurement Code, (transposition of Art. 40 of Directive 2014/24/EU).

The consultation mentioned above will allow, among others,:

* To explore qualities and technical characteristics of the solutions available on the market;
* To collect comments and suggestions on how to best define criteria and indicators for effective procurement procedures (tender awarding, contract management, etc);
* To collect comments and suggestions on some of the technical and operational aspects related to the goods/services to procure and on the subsequent management of these goods/services in the post-award phase, i.e. by contract;
* To pre-inform the target market about the procurement in program in order to ensure the widest participation and a fair and transparent competition.

Please note that this consultation does not bind in any way Soresa, or the Campania Region, neither to the actual launch of the tender procedure, nor to any topics that, in case, will be included in the tender documentation.

In order to participate in this initiative, the interested economic operators are invited to provide their contributions – once having read the privacy policy below - filling out the present questionnaire and sending it by 30 September 2016 at the Certified Email address (PEC): ufficiogare@pec.soresa.it.

The economic operators resident outside the Italian territory, who do not have access to a certified email service are allowed to send their contribution with a standard email to the following email address: acquisti.centralizzazione@soresa.it.

Participants are invited to include technical documentations as they deem appropriate, in order to allow this contracting authority to gather information on and to assess the latest innovative solutions and technologies available on the market. Also, the economic operators who filled out the present questionnaire might, in case, be contacted for further investigation.

**NOTICE: The Participation in this consultation procedure does not constitute, in any way, any sort of involvement of the participant economic operators in the preparation of the procurement process, which is, in any case, a private and exclusive duty of the contracting authority.**

Soresa will use all the provided information solely for the purpose of developing the present initiative. In this regard, subject to the information note on the processing of personal data, Soresa undertakes not to disclose to third parties the information gathered with this initiative; besides all information provided by Soresa to the participant economic operators, the questions and answers, and the procedures resulting from this preliminary market consultation will be made publicly available after its completion.

By sending your documentation to our address, you consent to the processing of the information provided.

***Information note on the processing of personal data***

Pursuant to and for the purposes of Article 13 of Legislative Decree n. 196 of 30 June 2003 "Italian Personal Data Protection Code” about the information to data subjects, We inform you that personal data you provide is collected and treated by Soresa exclusively for the execution of some of its activities in its role of Regional Central Purchasing Body, namely for:

* The identification of appropriate key indicators and benchmarks for the issue of public tenders aimed to the fulfilment of the purchasing needs of the public Health Organizations;
* The definition of purchasing strategies of types of common goods and services to Public Healthcare Organizations;
* The analysis of the cost savings achievable;
* Market research;
* The economic and statistical analysis;
* Sending information material and updates on initiatives and programs carried out by the Regional Central Purchasing Body.

In compliance with the aforementioned law and in relation to the aforementioned purposes, the processing of the collected personal data will be based on principles of fairness, legality and transparency and protection of your privacy and your rights. Such treatment will be through the support of paper, computer or telecommunications, to store, manage and transmit the data.

The provision of personal data to Soresa is optional; nevertheless the refusal to provide them results in the inability to use information about your company as part of the preparatory studies to implementation of the initiative in question.

The persons or classes of persons to whom personal data may be disclosed or who may come to know them as Trustees to the treatment are the employees of Soresa, and other parties (persons or companies / governments / entities) authorized to carry out transactions on behalf of Soresa.

In particular they are:

* External or independent consultants of Soresa or other companies and / or administrations and / or institutions, for activities related to the definition of the tender or industry studies or statistical purposes. They, other than being authorized to process personal data, have by contract confidentiality obligations.

The data subject is guaranteed the rights under Article. 7 of Legislative Decree n. 196 of 30 June 2003, which, for completeness, are reported in the following:

1. The data subject has the right to obtain information on the existence of his/her personal data, even if not yet recorded, and their communication in intelligible form.
2. The data subject has the right to obtain information about:
	1. The origin of personal data;
	2. The purposes and methods of treatment;
	3. The logic applied in case of processing with the aid of electronic instruments;
	4. The identity of the owner, manager and the designated representative under Article 5, paragraph 2;
	5. Subjects or subject categories to whom the data may be communicated or who can learn about them as appointed representative, managers or agents.
3. The data subject has the right to obtain:
	1. The update, rectification or, when interested, integration of data;
	2. The cancellation, pseudonymization or block of the data processed unlawfully, including those whose retention is unnecessary for the purposes for which the data were collected or subsequently processed;
	3. The certification that the operations in letters a) and b) have been notified, also as regards their content, to those to whom the data were communicated or disclosed, except if this requirement proves to be impossible or involves a manifestly disproportionate effort in respect to the right to protect

Controller of personal data processing Soresa based in Naples, Centro Direzionale, Isola F9, to whom you can apply in order to exercise the rights described above.

**Brief description of the initiative**

So.Re.Sa. S.p.A., on behalf of the Campania Region, is planning to procure the “Implementation and adoption of the Integrated Information System for domiciliary and residential care in Campania”, to be adopted in the long run by all the Healthcare Organizations operating within the Regional Health System.

Actually, the Campania Region intends to reorganize, conform and streamline all the processes currently in place relating to the life cycle of the Territorial Health Care services, particularly domiciliary, residential, semi-residential and hospital at home care. To this end, the Region intends to acquire an IT platform enabling the adoption of a region wide unified information system and digital solutions supporting telemedicine and telehealth services (according to the classification proposed in the Italian ministerial guidelines for telemedicine).

The information system should support all the stages from admission, through the assessment of care needs and the definition of individual care plan, to the services delivery and reporting, as well as the monitoring and evaluation of performances of the various field of the Domiciliary and Residential Care (long-term care, palliative care, early de-hospitalization, etc.).

The information system should, therefore, support at least the following features:

* The exchange of data and information among the healthcare professionals involved in the care processes;
* The collection and processing of data for the management of the care services, for the regional and ministerial reporting requirements, as well as for performance appraisal.

The regional platform should also include digital solutions enabling the delivery of telemedicine and telecare services, as for instance the tele-consultation and the tele-monitoring, with special regards to home care and patient empowerment.

**Aims**

As mentioned in the introduction, this Preliminary Market Consultation is conducted, first and foremost, to acquire useful information by the economic operators, in order to achieve a clear definition of the requirements, the results and outcomes expected from the launch of the tendering procedure in question.

Throughout this market consultation, and the following tender, Soresa and the Campania Region also indent to pilot and validate the *European Specification Template* (EST), being developed in the [STOPandGO](http://stopandgoproject.eu/) (Sustainable Technology for Older People – Get Organised) European project.

STOPandGO is a Public Procurement of Innovation project, co-funded by the European Commission under the CIP-ICT-PSP 2007-2013 program. Its purpose is to develop the EST and other companion guidelines and toolkits, in order to support and facilitate the effective procurement of health and social services enabled by digital technologies, as well as to boost the implementation of innovative care models for elderly people throughout Europe. The EST is available online at the following URL: <http://stopandgoproject.eu/est/>

The STOPandGO project:

* Has a focus on innovative services, where innovation is meant both in term of innovative technologies and of innovative application of existing technologies;
* Is experimenting seven independent and complementary pilot tenders, carried out by as many procurers, located in four different European Countries (Italy, Spain, United Kingdom, Netherlands)
* Intends to support the strategies and contribute to the achievements of the European Innovation Partnership on Active and Healthy Ageing (EIPonAHA).

**Questionnaire**

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| **Company data** |
| Name |       |
| Tax Registration Number |       |
| VAT Number |       |
| Registered office address |       |
| Operational headquarter address |       |
| Telephone number |       |
| E-mail address  |       |
| Certified e-mail address (if applies) |       |
| FAX number |       |

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| **Contact person****(for this market consultation)** |
| Name |       |
| Surname |       |
| Position |       |
| Telephone number |       |
| E-mail address  |       |

**Questions**

1. Please provide your company profile, detailing the main industry specializations

1. Please, provide a brief description of your company, in terms of human resources, i.e. number of employees for each relevant category (eg. technical, sales, customer support, etc.)

1. Please, provide a description of your products/services relevant for this market consultation, distinguishing per type of product/service, and specifying the actual manufacturer, if not self-produced

1. Describe, for each type of product/service relevant for the Information System and/or the Telemedicine platform, the characteristics and/or requirements which, in your opinion, define for them an adequate quality, specifying in particular the most qualifying quality standards

|  |  |
| --- | --- |
| **Product/service type**  | **Features and quality standards** |
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1. Please provide a description of additional services related to the supply in question, which, in your opinion, might be considered as index of objective quality

1. Please provide a description of other additional services, which are necessary or recommended for the rapid adoption and the correct use of Information System in question, also in relation to the organizational context of the healthcare organizations of the Campania region?

1. Please, provide a description of particular innovations and / or recent technological developments produced by your company and already adopted by public or private healthcare organizations operating in Italy.

1. Please, describe what are in your opinion the fundamental technical standards applicable to the Information System and the Telemedicine Platform in question, as either implied by existing legislation or by market standards or de facto.

1. With specific reference to the Telemedicine Platform, please describe what are, in your opinion, the most promising areas of application, the most effective organizational models, and the main barriers to the delivery of remote healthcare services.

1. Please, describe what are in your opinion the most relevant opportunities and critical issues related to the adoption of the Information System and the Telemedicine Platform in complex environments such as the healthcare organizations.

1. Please, describe what are the relevant environmental sustainability criteria which, in your opinion, might be included in the procurement specification, in agreement with the guidelines established at European level for the Green Public Procurement (GPP).

1. Please, specify if your company would be interested to participate in the tendering procedure for the “Implementation and adoption of the Integrated Information System for domiciliary and residential care in Campania Region”

In the event of a negative response, please justify it.

1. With specific reference to public procurement, please provide the following information:
2. Does your company usually participate in tenders issued by Healthcare Organizations?

[ ]  **Yes** or [ ]  **No**

1. What is the average length of your contracts?

[ ]  **1 to 3 years**

[ ]  **3 to 5 years**

[ ]  **More than 5 years**

1. What are the main critical issues emerged from the contractual relationship with the Public Administrations?

1. As regards the type of services and products covered by this initiative, are you already a supplier of Healthcare Organizations in the Campania region?

[ ]  **Yes** or[ ]  **No**

(if Yes please specify what products for which Healthcare Organization)

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| --- | --- |
| **Healthcare Organization operating in the Regional Health System** | **Product/Service** |
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1. With particular reference to the Telemedicine Platform, what are, in your opinion, the most suitable procurement options?

[ ]  **Purchase**

[ ]  **Rental**

[ ]  **Operating Leasing**

[ ]  **Financial Leasing**

[ ]  **Service**

[ ]  **Other (please specify)**

1. Please, describe what are in your opinion the more relevant and qualifying service levels indicators and targets for the supply in question, which could be adopted for the definition of the Service Level Agreement (SLA)

1. Finally, please add here below other brief observations and/or suggestions, you reccomend to take into account in the specification of the procurement procedure

**Please note that it is possible to include in attachment to the present questionnaire fact sheets, brochures or any other information material considered relevant and useful.**