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## Market Sounding Response Form

INNOVATIVE HEALTHCARE FACILITY MANAGEMENT FOR PEOPLE

WE INTEND TO QUALIFY THE EXPERIENCE OF PATIENTS, IMPROVE PROFESSIONAL STAFF LIFE, ENSURE WELL BEING AND ENVIRONMENTAL HYGIENE FOR ALL PEOPLE HAVING TO LIVE IN THE HOSPITAL, THROUGH INTEGRATED LOW CARBON INNOVATIVE SUSTAINABLE SERVICES



Policlinico S. Orsola-Malpighi

EcoQUIP

Delivering Efficiency, Quality and Sustainability in Healthcare

This questionnaire relates to the attached tender prospectus.

It is designed to both inquire the innovation opportunities that are available from the supply chain, and meet the actors that are interested in our tender prospectus.

This is a pre-procurement exercise to assess the market situation – it is not an assessment of suppliers but rather the market situation. Your responses to this market sounding questionnaire will not in any way prejudice the tender process. However, the responses we receive will be used to inform the tender process.

Answers are confidential to protect participants' competitive advantages and consolidated contributions from this exercise may be published in a non-attributable form as part of further market consultation. Your response should specifically identify areas of proprietary or commercially sensitive information that you would not wish to be divulged.

This information may be drawn upon both within and beyond the Healthcare sector.

Please note that all information you provide will be used and retained by AOSP.

Please, feel free to partially or completely answer to the following questions.

The questionnaire is organized into four sections:

1. **Know how from the supply chain.** We are interested in interesting and significant experiences related to the services in question (cleaning, laundry, transports, other) and to macro-themes (tools, techniques, organization, ...). In this area you can also select experiences that have NOT been carried out by you, provided that you consider those experiences as valuable.
2. **Your experience.** Help us to identify elements that may facilitate the project or make it more difficult.
3. **Insights, questions and comments.**
4. **Company Identity.** Data and contacts.

### Section 1. Know how from the supply chain

We need to know interesting and significant experiences related to the services in question (cleaning, laundry, transports, other), first considering solutions already available on the market, then solutions that may become available.

In this area you can also select experiences that have NOT been carried out by you, provided that you consider those experiences as valuable.

We ask you to organize their description regarding macro-themes identified (tools and products, techniques and methods, traceability of the service, organization of the service, ...).

What solutions, goods or services are **currently** available from the supply chain that would contribute to delivering the required outcomes (ie: user-centered design, support to operational units, traceability, integration and optimization services, continuous improvement, environmental sustainability)? (Please refer to the Prospectus for information on the required outcomes)

**Technique, tools (including IT) and methodologies:**

- Transports
- Cleaning
- Laundry
- Other

**Note:**

**Ability / possibility of measurement. Examples of KPIs to result / process. Traceability of service and control systems:**

- Transports
- Cleaning
- Laundry
- Other

**Note:**

**Service management and organization staff. Interaction with the department staff. Different degrees of integration:**

- Transports
- Cleaning
- Laundry
- Other

**Note:**

What innovative solutions, goods or services that contribute to delivering the required outcomes **could become available** from the supply chain, **given the right market conditions**? (Please refer to the Prospectus for information on the required outcomes)

**Technique, tools (including IT) and methodologies:**

- Transports
- Cleaning
- Laundry
- Other

**Note:**

**Ability / possibility of measurement. Examples of KPIs to result / process. Traceability of service and control systems:**

- Transports
- Cleaning
- Laundry
- Other

**Note:**

**Service management and organization staff. Interaction with the department staff. Different degrees of integration:**

- Transports
- Cleaning
- Laundry
- Other

**Note:**

## **Section 2 – Your experience**

In this area we ask you to highlight the points that you identify as critical for a successful project. In particular, with regard to your experience, we here ask what are the points of attention. Your critical points suggestion may also result from experiences that do not necessarily come from the healthcare sector.

**Are there barriers or problems (practical, legislative, commercial, technical etc) that will need to be overcome? From your experience, if you were the selected partner, what issues would you have to face? :**

**If you were the selected partner, what elements would facilitate your performance and delivery and progressive improvements and innovation? :**

**What could simplify your bid design process?:**

### Section 3 - Insights, questions and comments.

Two meaningful choices have to be made before we release the tender. If you are aware of comparable experiences (applied in similar or different contexts, by you or others), we ask you to notify those experiences and to express critical points that you see in them.

**Integration of internal staff with the staff of the supplier. What points of attention in this integration? How to maintain it?:**

**Impact on the departments of activities. What organizational and managerial solutions to minimize the impact of operational activities of the hospital logistics departments?:**

(now the average medical staff is interrupted 15-20 times a day for acceptance of the goods / certification reception service, reordering of goods, inventory management.)

### General suggestions

**Enter any questions or comments to be sent to the Company with respect to the solutions listed above:**

### Section 4 – Company Information

Your contact and company information

**Name of Organisation or Company: \***

**Type of Organisation: \***

**Contact person: \***

**Position or job title: \***

**E-mail address: \***

**Postal address: \***

**Telephone: \***

**Website address: \***

**How did you hear about this market sounding exercise?:**

### Company information

**What is your company's or organisations area of expertise or interest?:**

**How many employees?:**

**How many locations in the world? What about in Italy?:**

**What industries do you serve and with what services?:**

**How many customers in your portfolio? How many per industry?:**

**Regarding the healthcare sector, what type of healthcare structures do you serve?:**

## Completed by

**Name: \***

**Phone: \***

**E-mail: \***

**Date: \***

  

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