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**Italy-Bologna: Software package and information systems  
2022/S 113-317547**

**Prior information notice**

**This notice is for prior information only**

**Supplies**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Official name: AZIENDA OSPEDALIERO-UNIVERSITARIA DI BOLOGNA

Postal address: VIA ALBERTONI N. 15

Town: BOLOGNA

NUTS code: ITH55 Bologna

Postal code: 40138

Country: Italy

Contact person: Segreteria progettazione sviluppo e investimenti

E-mail: [dat@aosp.bo.it](mailto:dat@aosp.bo.it)

Telephone: +39 512141242

Fax: +39 516361200

**Internet address(es):**

Main address: <http://www.aosp.bo.it>

Address of the buyer profile: <https://www.aosp.bo.it/content/profilo-del-committente>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.aosp.bo.it/content/profilo-del-committente>

Additional information can be obtained from the abovementioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Health

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Market consultation regarding innovative solutions to optimise the outpatient journey and experience on a complex hospital site

**II.1.2) Main CPV code**

48000000 Software package and information systems

**II.1.3) Type of contract**

Supplies

II.1.4) **Short description:**

This Prior Information Notice is published in the Official Journal of the European Union to launch a call for innovative solutions and start a period of open market consultation and to inform about a future tender concerning how to optimise the outpatient journey and experience on a complex hospital site. The documentation provides all interested parties with information concerning this challenge gives an opportunity to express interest and participate in a market sounding in advance of the open market consultation event, that will be held later in the year.

II.1.5) **Estimated total value**

Value excluding VAT: 204 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.2) **Additional CPV code(s)**

32322000 Multimedia equipment  
35721000 Electronic intelligence system  
39150000 Miscellaneous furniture and equipment  
44115800 Building internal fittings  
45311000 Electrical wiring and fitting work  
48512000 Interactive voice response software package

II.2.3) **Place of performance**

NUTS code: ITH55 Bologna

Main site or place of performance:

Azienda Ospedaliero-Universitaria di Bologna - IRCCS, Policlinico di Sant'Orsola (External area and Pavilion 1).

II.2.4) **Description of the procurement:**

Outpatients start from their residences and arrive at one of the entrances to this large site and must navigate and find their way to their appointment locations. The size and layout of the site pose a significant challenge for patients, who, in addition to having possible basic difficulty following signposts, often have to construction or maintenance operations, which are almost continuous for a health care facility of this type, and which interrupt and change even known routes. We are looking to procure a solution that improves the orientation, navigation and overall experience of our diverse outpatient population having to move on the Sant'Orsola campus, making their journey from the entrance in the hospital site to their appointments and back again as smooth and stress free as possible and, where required, personalised to their individual needs.

This is envisaged as a two-stage project, commencing with a pilot project relating to patients arriving for appointments in Pavilion 1 of the Hospital. This has been chosen as the pilot considering that it receives a high

percentage of our outpatients. This pilot and proof of concept would then be followed, if successful, by roll out across the site.

We envisage that the solution would include:

- Development of a system that enables the individual needs of the out-patient to be gathered and recorded
- Provision of information to the patient about how their needs will be met and how to interact with the welcome service on site
- Assistance with orientation around the campus from the entrance to the outpatient clinic and back again

The solution should be:

- Personalised, being adaptable to meet the personal needs of the patient
- User friendly and accessible to a population diverse in characteristics and needs
- Compliant with data management regulations
- Easy to integrate and coordinate with measures already in place
- Enables ongoing improvement and innovation
- Environmentally conscious.

This Market Consultation has been launched to initiate a dialogue with the supply-chain ahead of a tender to be launched by December 2022. An on line form should be filled by members by parties of the supplier chain or interested to become suppliers.

The Market Sounding Prospectus is available in in both English and Italian languages in the following website:  
<https://www.aosp.bo.it/it/content/progetto-europeo-ecoquip-plus>

We consider necessary to stress the importance of the above indicate documents to consult with the market in advance of launching the tender and we are interested to hear from all parts of the supply chain that could contribute to a solution or provide a complete solution. This could include technology enabled services.

Interested parties from all parts of the supply chain are invited to express their interest as well as register for market consultation events by completing the available response form in both English and Italian languages  
Please complete the form as fully as possible.

Deadline for completion of response forms is 15 September 2022

II.2.14) **Additional information**

Interested operators can participate in the call for tender even if did not participate in the Open Market Consultation. Participation in the OMC (Open Market Consultation) will not be a requirement to submit a proposal to the tender, does not lead to any rights or privileges for the participants, and is not part of any pre-qualification or selection process.

II.3) **Estimated date of publication of contract notice:**

30/11/2022

**Section IV: Procedure**

IV.1) **Description**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

**Section VI: Complementary information**

VI.3) **Additional information:**

This PIN is being published as part of a pre-procurement market sounding activity to investigate the feasibility and options to deliver a solution. The purpose of this PIN is to:

- forewarn the market that a procurement consultation is in process,
- alert the market about the innovative requirements, prior to any potential procurement process,
- facilitate participation in the market consultation process and ensure that the pre-procurement process is open and transparent. This PIN is an indication only of potential future procurement activity and is not a commitment to procure. This PIN is not part of any pre-qualification or selection process.

This project has received funding from the European Union COSME Programme under grant agreement No 857790.

VI.5) **Date of dispatch of this notice:**  
09/06/2022