

PRIOR INFORMATION NOTICE

Provision of Printing and Posting Patient Letters

Manx Care is a Statutory Board of the Isle of Man Government, responsible for the operational delivery of health and social care services for residents of the Isle of Man. The Board wishes to explore the market, to identify interest from suitably experienced Providers who can provide safe and secure printing and posting of up to 500,000 hospital appointment letters per year to patients.

The Board requires the following services to be delivered:

- Printing, enveloping and posting of patient appointment letters in a secure environment within an agreed timeframe.

Details of the requirements are detailed below:

The letters will be provided by Manx Care in pdf format

- **Data security:** Manx Care needs to understand and be satisfied with the security that is in place around the special category data the provider will have access to and what controls are in place regarding access to the printing / enveloping.
- **Capacity:** Manx Care are currently processing a very small volume of letters (around 500 per month) through a pilot – this is set to increase substantially and Manx Care needs to be assured of the ability of potential suppliers to upscale.
- **Process validation:** Manx Care needs to understand the process suppliers recommend when it comes to reconciling the records sent for letter production against what is physically posted to a patient.
- **Multi-page letters:** Some patient letters will be multi-page letters and may require the insertion of patient information leaflets.
- **Timescales:** Same day or next day posting of patient letters, please provide timescales e.g. cut-off times in order for this to be achieved
- **Stationery:** The provider will provide any stationery required, such as A4 plain white paper, C5 envelopes, and total cost will include postage charges

Responding to this Prior Information Notice

Interested parties are invited to submit a brief summary of their experience, capability and proposed solution which should cover:

- Estimated monthly/ yearly cost to operate the service
- Unit costs for stationery
- Details of similar services provided to other large organisations

By responding to this Notice it must be understood that, at this stage, the Board are only exploring options, no commitment is intended or implied and this Notice may or may not progress through to a competitive tender exercise. An invitation to tender may follow this Prior Information Notice, but the Board is not under any obligation to issue invitations to responders to this Notice.

Further information

Further information on the Board's requirements may be obtained by emailing CommissioningandContract.ManxCare@gov.im

Please be aware that neither the Board, Procurement Services nor any other part of Isle of Man Government, or any other organisation assisting the Government with the procurement process, will accept any liability or any charges for expenses or losses incurred by any interested party as a result of responding to this enquiry.

In order to participate in this Prior Information Notice, your organisation must be registered on the Isle of Man Government's Procurement Portal. If you have not previously registered, please visit <https://in-tendhost.co.uk/iomg/asp/Home> and select 'Register' from the menu on the right hand side of the Home Page.

Once you have registered your organisation you should select this tender from the list of 'Current Tenders' and 'View Details' then click 'Express Interest' at the bottom of the page. Once you have clicked on 'Express Interest' a 'Form of Acknowledgement' tab will appear. This tab will provide a copy of the 'Appeals Procedure' to be downloaded. In order to progress to the next stage of the process you will need to 'Opt-In', complete the 'Form of Acknowledgment' questionnaire, upload your RFI Response document and click 'Submit Return' before the deadline as detailed below.

Should you have any difficulty in using the website or registering your interest in this way, please contact procurement@gov.im.

Expressions of interest must be submitted through the above Portal by **12 noon on 12th April 2024**