



SMART EMERGENCY CALL AND RESPONSE SOLUTIONS FOR HOSPITALS

Briefing for participants

MARKET CONSULTATION EVENT

30th November, 2021



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SMART EMERGENCY CALL AND RESPONSE SOLUTIONS FOR HOSPITALS

Market consultation concerning the supply of solutions and innovation to improve emergency call and response systems in hospitals

Introduction

This briefing has been prepared to provide advance information to participants in the online market consultation event.

This briefing paper is being provided ahead of the Market Consultation to give you time to consider the questions being raised and consult with colleagues. You will also have an opportunity to provide written feedback after the event.

This event is the second stage of an open market consultation process which began in June 2021 with the publication of Prior Information Notices (in the Central Public Procurement information system of the Republic of Lithuania and Official Journal of the European Union <https://cvpp.eviesiejipirkimai.lt/Notice/Details/2021-687901>) and circulation of a market sounding survey.

Following our review of the market responses to the survey, from the point of view of VUHSK and other interested buyers, this market consultation event aims to gather further feedback and additional insights from all parts of the supply chain regarding the:

- Solutions that are available, or could be available given the right market conditions, to meet the unmet need for a smart emergency call and response system for hospitals.
- Potential barriers that may need to be overcome
- Market conditions needed to deliver a solution
- Timeframes involved
- Design of the procurement strategy and contract terms
- Additional information needed on the part of the supply chain

This market consultation event provides potential suppliers with:

- An opportunity to engage directly with the procuring organisation and ask questions
- Gain additional insights into the needs of the hospital and other organisations who share this unmet need prior to the tender being published

- Provide input into the design of the procurement approach and specification
- Connect with potential supply partners

Following the event potential suppliers will have the opportunity to submit in writing their response to the event and additional information.

The unmet need

To recap, the unmet need that we have identified can be summarised as a smart emergency call and response solution incorporating:

- a **24/7 alert pathway** informing the most appropriate medical specialist of the nature and location of the emergency and directing them to where they are needed, minimizing delays in the response time and avoiding the duplication of response
- a **feedback mechanism** on the call response for those in the emergency situation and for the emergency responders
- **data collation and analysis of** the emergency call and response events to support ongoing learning and further improvements in the system, clinical practice, patient outcomes and utilisation of staff resources and well being.

The solution should be:

- Able to **handle multiple events** occurring simultaneously
- **Seamlessly introduced** into existing operating theaters, emergency departments and intensive care units throughout the hospital and **fully integrated with** other hospital systems
- **100% reliable** and resilient in the hospital environment, **intuitive** to use and **compact**
- **Transferrable** and easily implemented in a range of hospital situations
- Low carbon, low noise, simple and safe to clean, and easy to maintain

VUHSK is not the only one in facing this situation. Our research indicates that many hospitals in Lithuania and across Europe have not yet established effective, informative and reliable emergency call and response solutions.

Market response

The market sounding process has made our requirement visible to a market and we have been pleased with the response. So far we have received twelve good quality responses from companies from several countries.

The market sounding process:

- Demonstrated market interest and potential to deliver solutions that meet the requirements
- Provided information on **services, products and technologies** and the contribution that they could make to achieving the required outcomes, some of which were previously unknown or unfamiliar to us
- Highlighted the potential for building collaborations between suppliers to deliver a complete solution
- Demonstrated the potential for development, integration, and enhancements of existing core solutions to deliver the requirements within the project timeframes
- Indicated that there is scope for ongoing innovation to facilitate wider integration of hospital functions over time
- Suggests that overall, the number of barriers to delivery is small, e.g. that data security requirements can impact delivery processes and timelines and need to be taken into consideration

Market Consultation Event

The purpose of this consultation event is to enable the VUHSK project team and potential suppliers to move forward confidently to the procurement stage of the project.

To do so the project team, as well as being open to comments and questions from the supply chain, has identified several specific questions that we would like to discuss:

- How can VUHSK or others support and enable the market in the delivery of a solution that meets the requirements?
- What level of technical detail in the tender specification is helpful without hindering scope for supplier innovation?
- Over what timeframe could a solution be delivered, tested and mobilised?

- Are there any specific market conditions that would facilitate the delivery of a solution? (forward commitment, contractual conditions, staged contracts etc.)
- What additional information is needed at the contracting stage or in advance to enable suppliers to prepare and respond to the tender?
- What type of procurement procedure and award criteria would best enable the delivery of a solution?
- Are there any critical risks or challenges that the project team need to be aware of that will impact the delivery of a solution in the project timeline?

Agenda

11:50 - 12:00 Registration

12:00 – 12:10 Welcome / Introduction

Indrė Klimantavičienė, Head of Innovation and technology transfer division, VUHSK;

Ričardas Valančiauskas, Director, Innovation and Industry Department, Ministry of the Economy and Innovation of the Republic of Lithuania

12:10 – 12:30 What is innovation procurement? **Gaynor Whyles**, JERA Consulting, UK

12:30 - 13:10 Presentation of Vilnius University Hospital, Santaros Klinikos innovative procurement object – “A smart emergency call and response solution” Representatives from VUHSK

13:10 - 13:50 Questions and answers. Discussion “Challenges and Opportunities for public procurement on Smart emergency call and response solutions for hospitals”.

13:50 - 14:20 Presentation of market potential:

Dr. Arūnas Marma, CEO, Parksol Technologies;

Domen Verbič, Key account manager, Caretronic Ltd.

14:20 – 14:25 Closing remarks

Indicative procurement timeline

The following timetable is indicative and may change. Updates will be posted on the project website:

- Market survey closes - 15 December 2021
- Open Market Consultation - ends 15 January 2022
- Procurement strategy - February 2022
- Tender preparations - March 2022
- Tender published - April 2022

Next steps

Suppliers will be invited to submit further information and complete the updated market sounding survey by the 15 December. We may also issue an open invitation to suppliers to meet with the project team.

A company directory will be published once the market survey closes, listing those interested companies that elected to be included.

Following the conclusion of this period of open market consultation, the project team will prepare a market report and publish a summary on the project website: <https://www.santa.lt/public-procurement/> . Here you will also find all the relevant information and any updates on the procurement timeline. You will be notified when the tender is published.

About the buyer

This Market Sounding and pro-innovation procurement is being led by Vilnius University Hospital Santaros Klinikos (VUHSK) in the context and with the support of the EcoQUIP Plus project.

VUHSK is one of the major hospitals in Lithuania, founded by Vilnius University and the Lithuanian Ministry of Health and is a leading institution in tertiary level health care and medical research in the Baltic States. It has more than 35 specialized medical centres and is a full member of eight European Reference Networks.

The hospital has around 6,000 employees and provides state-of-the-art health care services for both children and adults from Lithuania and other countries. There are 1,840 inpatient beds where approximately 82,000 in-patients are treated annually, and more than 40,000 complex surgeries are undertaken, including all types of organ transplants. In addition, we undertake other specialist medical interventions, some of which carry an emergency risk. Multidisciplinary outpatient healthcare is well developed with in excess of a million outpatient consultations per year.

VUHSK has an extensive basis for specialist training and serves as the major center for residency training in Lithuania. The hospital is active in research and development, phase I-IV clinical trials of medicinal products and medical devices, observational studies and international registries and is a leader in health information and communication technologies and medical informatics.

Wider market demand

The following organisations have confirmed that they support this initiative and share this unmet need:

- Corporacio Sanitaria Parc Tauli de Sabadell (Spain)
- ZOZ Sucha Beskidzka (Poland)
Republican Hospital of Panevezys (Lithuania)
- Republican Siauliai Hospital (Lithuania)
- Republican Vilnius University Hospital (Lithuania)

VUHSK will continue to investigate the wider market demand in advance of the tender publication.

Contacts

Specific information related to this project

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General information about EcoQUIP Plus and Innovation Procurement

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About EcoQUIP+

This is an EcoQUIP Plus pro-innovation procurement project. EcoQUIP Plus is a collaborative innovation procurement project in the healthcare sector.

The aim is to demonstrate how pro-innovation procurement methods can improve the efficiency, quality and sustainability of healthcare and to increase the take-up of much needed innovative solutions through collaborative actions.

If you would like to find out more about EcoQUIP+ please visit:



www.ecoquip.eu



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