

RESULTS OF THE OPEN MARKET CONSULTATION

1.- OPEN MARKET CONSULTATION DEVELOPMENT

The preparation of the RITMOCORE public procurement of innovative solutions has been conducted through an Open Market Consultation (hereafter, OMC). The aim of the OMC are:

- Informing about the tender process, in order to achieve the widest participation of interested parties.
- Make the objectives of the tender known.
- Improve the knowledge on the quality and the technical characteristics of the solutions currently available in the market.
- Allowing interested parties to provide comments and suggestions considered useful for the preparation of the tender.

The OMC started 60 days after the publication of the notice in the Official Journal of the European Union. During the OMC the interested operators could submit responses to a questionnaire providing their views on the viability of the project and providing with knowledge the buyers group on the market's state-of-the-art. Moreover, individual meetings were held with different economic operators who had previously submitted the fulfilled questionnaires.

Undertaken the procedures above and once the results have been presented to the European Commission, it is proceed to publish them in the "Plataforma de serveis de contractació de la Generalitat de Catalunya and in the OEJU.

- **Questionnaires' results:**

The main objective of the OMC's questionnaire is to explore the market in order to obtain advanced information on services and to open a dialogue with the stakeholders of the entire supply chain.

The following categories are addressed in the questionnaire:

- General issues, such as your own experiences in similar projects, call for tenders or implantable PMs;
- Change management, which mainly includes your own view and experiences related to interventions, hospitals and their management;
- Proposals focussed on personalised therapy, PMs provisioning and stock management;
- Remote monitoring, including your experiences and provision of remote care;
- Coordinated care, focused on how to best facilitate this;
- Patient activation and your own opinion about how and why to improve this;
- Any additional information or suggestions you would want to provide



Stakeholders could fill in the questionnaire from the 1st of October until October 16th.

Due to legal constraints, it is not possible to reveal much information on the responses of the participants of the questionnaire, due to confidentiality agreements.

- **Face-to-face individual meetings results**

The individual meetings held in the framework of the Open Market Consultation were intended to promote the maximum participation of the potential interested parties fully observing the principles of equal treatment, non-discrimination and transparency. Meanwhile, confidentiality terms referring to technical or commercial secrets have been respected.

The meetings consisted in a constructive dialogue between the Buyers Group and the interested operators.

The meetings and phone calls schedules were set up by the procurers according to all parties' availability. Meetings were set up in Barcelona for those respondents interested in Catalan hospital lots (STPAU and/or FAMT and/or HUB), whereas individual meetings regarding the English lots (LHCH) were held in Liverpool.

The structure for the individual interviews of the OMC is the following:

1. Introduction of the economic operator
 2. Presentation of the questionnaire: detailed explanation of the proposal
- At this stage, it will be necessary to remind the representatives of the economic operators that they may indicate that some points must be considered confidential so that no public dissemination is made.
3. Questions and answers
 4. Closing session where an act will be drawn up with the results of the interview, stating which elements will not be publicly disseminated. The participants will sign this summary as a sample of their conformity.

The specific data in regard to the meetings held in Catalonia with potential bidders are the following (STPAU, FAMT y HUB):

PARTICIPANTS	REPRESENTATIVES ¹	VENUE	DATE AND TIME	BUYERS
MEDTRONIC IBÉRICA, S.A.	2	Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau, Sant Lluc meeting	12 th November 2018 10:00h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la

¹ Por motivos de protección de datos de carácter personal no se incluyen los nombres y apellidos de los representantes de las empresas asistentes.



		room		Santa Creu i Sant Pau
ABBOTT MEDICAL ESPAÑA, S.A.	6	Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau, Module 1, Hospital fourth floor	16 th November 2018 10:30h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau
BIOTRONIK SPAIN, S.A.	2	Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau, Module 1, Hospital fourth floor	16 th November de 2018 12:30h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau
BIOSOFT INNOVATION, S.L.	1	Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau, Module 1, Hospital fourth floor	16 th November 2018 14:00h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau
LINDACARE, S.A.	2	Fundació de Recerca building, meeting room 93	22 nd November 2018 10:00h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau
BOSTON SCIENTIFIC IBÉRICA, S.A.	3	Fundació de Recerca building, meeting room 93	22 th November 2018 11:00h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau
IMPLICIT	2	Fundació de Recerca building, meeting room 93	22 th November 2018 13:45h	Mútua de Terrassa Hospital Universitari de Bellvitge Fundació de Gestió Sanitària de l'Hospital de la Santa Creu i Sant Pau

During the week of Monday 6th November, LCHC met the following companies on an individual basis over a two day period as part of the OMC:

- Implicity
- Tunstall Healthcare Group
- Biosoft Innovation
- Lindacare
- Medtronic
- Boston Scientific



The participants of LHCH / IA were the following:

- Lead Clinician for Heart Failure and Cardiac Devices (PMs, ICDs and CRT)
- International Programme Manager
- Project Manager
- Head of Procurement
- Contract Manager

2.- OVERALL RESULTS OF THE OMC: MAIN CONCLUSIONS

In the interest of the transparency principle, we will summarise the main contributions provided during the meetings with the interested operators. The result of these exchanges in Catalonia are the following:

- The interested operators agree on defining the contract category within RITMOCORE as service provision. Moreover, they unanimously place the contract within the healthcare services domain.
- The interested operators understood the innovation brought by RITMOCORE in the field of pacemakers through the services included in each of the project pillars:
 - Personalisation of the treatment to patients to deliver the most appropriate care. Most of the consulted operators have different methods available to guarantee a personalised treatment.
 - Remote monitoring of patients must allow knowing the status of the patient and the performance of the device in order to reduce the number of patients' trips and visits to hospital when not clinically relevant. The market currently offers an array of methods to run a monitoring service.
 - Follow-up coordination, control and treatment of patients among the different involved healthcare levels. According to the discussions with the participant operators, it is technically feasible to set up a control coordination across different care levels.
 - Patient activation is enabled by both human and technology resources. The market is currently developing and offering patient activation systems.
 - Change management is needed for the implantation of a new patient-centred care model.
- The operators understand the comprehensive service that is intended to contract and the set out of the model change.
- A significant proportion of interested operators shows its capability to run the RITMOCORE project and different Information Technologies companies expressed their will to collaborate as strategic partners.
- It is widely recognised that RITMOCORE can boost participation and collaboration with Small and Medium Enterprises (SME) through different means.



- Interested operators welcome the use of an objectives-based payment system and provide some feedback to improve the proposed indicators.
- The meetings have been useful to the buyers group to assess the inclusion of some technical aspects in the tender documents.
- The meeting procedure has also allowed the Buyers Group knowing what information the operators deem relevant to build up their offers.

Further, the key findings in Liverpool are summarised into the following bullet points:

- The companies attending the OMC were interested in providing the defined services.
- All companies brought relevant information to the meetings and described the offerings of their respective organisations.
- Each company highlighted some of the pillars of the project:
 - Change management was particularly important in ensuring a successful outcome for the service.
 - Some highlighted patient activation, risk sharing and coordinated care and some companies operated their own remote monitoring call centres or described how they are working with third party call centres to deliver this service.
- No additional relevant information/data from the economic operators has been forthcoming, although all of the stakeholders involved considered the process very useful, given that during the meeting they all had the opportunity to clarify the information they were provided with.

To conclude, interested operators are clearly informed and seemed to be interested in the offered services of RITMOCORE in both Catalonia and Liverpool. The operators also recognised the importance of embracing RITMOCORE's pillars.

