

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001440-2025>

Planning

## **Health and Care Experience Survey 2025-26**

Scottish Government

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001440

Procurement identifier (OCID): ocids-h6vhtk-04d06f

Published 16 January 2025, 9:21am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

#### **Contact**

Laura Vivian

#### **Email**

[laura.vivian@gov.scot](mailto:laura.vivian@gov.scot)

#### **Telephone**

+44 412425466

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.scotland.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10482](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

---

**Section II: Object**

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

**II.1.1) Title**

Health and Care Experience Survey 2025-26

Reference number

CASE/747380

### **II.1.2) Main CPV code**

- 73110000 - Research services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Scottish Government has a requirement to place a contract with an external service provider for the provision of the Health and Care Experience Survey 2025. The scope of the contract will be to undertake the survey fieldwork and the transfer of a clean data set. The survey is being undertaken as part of the Scottish Government's Care Experience Programme and will be managed by Health and Social Care Analysis Division in the Scottish Government, in partnership with the Public Health Scotland (PHS).

### **II.1.5) Estimated total value**

Value excluding VAT: £635,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 79300000 - Market and economic research; polling and statistics
- 79310000 - Market research services
- 79311000 - Survey services

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

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

The Scottish Government has a requirement to place a contract with an external service

provider for the provision of the Health & Care Experience Survey 2025.

Making healthcare more person centred lies at the heart of the NHS Scotland Quality Strategy ambitions. The Scottish Care Experience Survey Programme has been designed to support this ambition by giving people the opportunity to comment systematically on their experience of healthcare and its impact on their quality of life. The programme comprises a suite of surveys, including inpatient, health and care, maternity and cancer care.

The Survey is a biennial postal survey which first ran in 2009. The Survey, which originally focused on primary care services, was expanded in 2013 to accommodate questions on social care and carers, reflecting the move towards health and social care integration in Scotland and further refined in 2017 to reflect new policy priorities.

The 2025 survey content will be reviewed prior to the commencement of fieldwork to ensure that the survey questions are still relevant and meet user needs, however we are not anticipating any substantial changes from the 2023 survey.

The scope of the contract will be to undertake the survey fieldwork and the transfer of a clean data set. The initial survey pack will include a letter with QR code providing a link to the online survey and an information leaflet in a range of languages. A reminder pack will be sent to people who had not responded to this initial letter after a couple of weeks. The reminder pack will include a reminder letter, an information leaflet and a paper copy of the questionnaire.

This involves printing and posting the survey packs to around 500,000 to people registered with a GP practice in Scotland, which requires the services of an experienced survey contractor with specialist equipment. The survey contractor will be required to scan and capture the completed questionnaires, and carry out agreed validation checks on the data before securely transmitting a clean data set to the Scottish Government. There is no in-house facility to administer such a large volume of surveys.

In order to encourage online completion of the Survey, the Supplier will be required to setup an accessible online version of the Survey and facilities to support other means of access to the Survey (including, but not limited to, telephone, textphone, Language Line service) and a telephone helpline.

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

3 March 2025

---

## **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**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=787982](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=787982).

(SC Ref:787982)