

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003315-2025>

Contract

National Cancer Patient Experience Survey 2025-2029

NHS England

F03: Contract award notice

Notice identifier: 2025/S 000-003315

Procurement identifier (OCID): ocds-h6vhtk-047323

Published 31 January 2025, 2:52pm

Section I: Contracting authority

I.1) Name and addresses

NHS England

7-8 Wellington Place

Leeds

LS1 4AP

Contact

Jacqueline Powell

Email

jacqueline.powell9@nhs.net

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.england.nhs.uk/>

Buyer's address

<https://www.england.nhs.uk/>

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

National Cancer Patient Experience Survey 2025-2029

Reference number

C283380

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

The 2025-2029 contract will include preparation of the survey materials; sending out questionnaires; receiving and managing responses and producing outputs. The survey

currently uses a 'mixed mode' methodology. Questionnaires are sent by post and two reminder letters are sent to non-responders. Each letter includes information about how to complete the questionnaire online.

The current survey results are actively used by providers, Cancer Alliances and charities to identify where care is working well and how NHS cancer services across England can be improved. The survey supports the objectives set out in "Achieving world-class cancer outcomes: a strategy for England 2015-2020" and the NHS Long Term Plan Implementation Framework which explains that "Cancer Alliances will need to set out how the plans will address unwarranted variation, improve patient experience, and be supported by appropriate workforce."

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,050,190

II.2) Description

II.2.2) Additional CPV code(s)

- 79311200 - Survey conduction services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

LEEDS

II.2.4) Description of the procurement

The 2025-2029 contract will include preparation of the survey materials; sending out questionnaires; receiving and managing responses and producing outputs. The survey currently uses a 'mixed mode' methodology. Questionnaires are sent by post and two reminder letters are sent to non-responders. Each letter includes information about how to complete the questionnaire online.

The current survey results are actively used by providers, Cancer Alliances and charities to identify where care is working well and how NHS cancer services across England can

be improved. The survey supports the objectives set out in "Achieving world-class cancer outcomes: a strategy for England 2015-2020" and the NHS Long Term Plan Implementation Framework which explains that "Cancer Alliances will need to set out how the plans will address unwarranted variation, improve patient experience, and be supported by appropriate workforce."

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 30%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-019718](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 January 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Picker Institute Europe

Suite 6, Fountain House 1200 Parkway Court, John Smith Drive, Oxford, OX4 2JY

OXFORD

OX4 2JY

Telephone

+44 1865208147

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03908160

Internet address

<http://pickereurope.org>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £3,050,190

Total value of the contract/lot: £3,050,190

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>