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Tender

## **General Practice Patient Survey (GPPS)**

The NHS Commissioning Board (operating under the name of NHS England)

F02: Contract notice

Notice identifier: 2021/S 000-003355

Procurement identifier (OCID): ocds-h6vhtk-029483

Published 19 February 2021, 1:40pm

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

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

The NHS Commissioning Board (operating under the name of NHS England)

2nd Floor, Rutland House

Runcorn

WA7 2ES

#### **Contact**

Procurement Manager

#### **Email**

[england.commercialqueries@nhs.net](mailto:england.commercialqueries@nhs.net)

#### **Country**

United Kingdom

#### **NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

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

Buyer's address

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

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

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://health.atamis.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://health.atamis.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<http://health.atamis.co.uk>

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

Body governed by public law

**I.5) Main activity**

Health

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## **Section II: Object**

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

#### **II.1.1) Title**

General Practice Patient Survey (GPPS)

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

- 85000000 - Health and social work services

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

Services

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

The GP Patient Survey (GPPS) is an England-wide annual survey which has been running every year since 2007. It is sent to approximately 2.2 million people and asks about experiences of local primary care services including dentistry. Currently, the survey is 'mixed mode' and uses paper invitations and questionnaires with the option of completing the survey online (in the form of a link provided on a letter that individuals can type into their device and via SMS reminder messages). The survey currently provides data at national, Clinical Commissioning Group (CCG) and GP practice levels. It is used to understand performance at GP practice level as well as identifying emerging and ongoing national trends which feed into policy making. The GPPS is extensively used by NHS England and NHS Improvement (NHSEI), the Department of Health and Social Care (DHSC) and Care Quality Commission (CQC).

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

Value excluding VAT: £14,074,697.60

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

This contract is divided into lots: No

### **II.2) Description**

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

- 79311000 - Survey services

- 79300000 - Market and economic research; polling and statistics
- 79342311 - Customer satisfaction survey
- 79310000 - Market research services
- 79320000 - Public-opinion polling services
- 79342310 - Customer survey services

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

NUTS codes

- UK - UNITED KINGDOM

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

The survey not only provides data on key priorities such as access to general practice, but also provides insight about a wide range of other areas including health inequalities at a population level, a key focus of the NHS Long Term plan. The survey is also a key asset at local level, providing robust and comparable insight to local organisations and health systems about the performance of general practice. The cost of the survey has been rising significantly year on year as postal inflation is an issue and falling response rates are a challenge, so that there will always be a focus on finding ways to minimise costs, such as minimising reliance on paper and post. The current GPPS contract ends on 31st July 2021, NHS England intends to centrally commission a provider to run the survey from August 2021. At this stage we have the following working assumptions about the GP Patient Survey in a new contract:

**Methodology**

- That the survey will continue to be run on a yearly basis at GP practice level.
- That the survey's implementation will continue to be mixed mode – paper based and online. This is to minimise selection bias and ensure a key part of the population are not excluded. In addition, experiments in this area have found a drop-in response rate with increased online completion, which impacts on the ability to report robustly at GP Practice level.
- The drive to increase online uptake will continue.

**Content**

- That the main focus of the survey will continue to be general practice but that the survey content reflects changing primary care contexts and policy priorities.

**Sampling**

- That the survey sampling criteria remains the same – those registered with a GP practice for at least six months, aged 16 and over.
- That the survey sample will continue to be drawn from the Personal Demographic Service (PDS). Please note mobile telephone numbers and emails do not cover everyone in the sample (email approx. 25% and mobile telephone number 75%).
- That the survey will continue to produce weighted data that are representative and comparable at GP practice level and that are also nationally representative.

**Data production**

- That the survey would be run to the existing timings including survey fieldwork January until early April and publication in July the same year.
- That there would be the opportunity to report the survey based on other geographies such as STP and PCN.
- The survey will require a certain sample size

and/or confidence interval width at practice level which is defined in the ITT.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £14,074,697.60

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

n/a

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2020/S 184-445409](#)

**IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

5 April 2021

Local time

12:00pm

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

5 April 2021

Local time

12:00pm

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.gov.uk/courts-tribunals>

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

The Authority will incorporate a standstill period at the point that information about the actual award of the contract is communicated to tenderers. That notification will provide information on the award decision. The standstill period, which will be for a minimum of ten (10) calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2015 (as amended) provide remedies under statute for aggrieved parties.