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Tender

Health and Care Experience Survey (2023-24)

Scottish Government

F02: Contract notice

Notice identifier: 2023/S 000-011470

Procurement identifier (OCID): ocds-h6vhtk-039bd8

Published 21 April 2023, 11:33am

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

4 Atlantic Quay, 70 York St

Glasgow

G2 8EA

Email

ross.cameron@gov.scot

Telephone

+44 1412420133

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

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

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 (2023-24)

Reference number

Case 620489

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 a Health and Care Experience Survey 2023.

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: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

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 Study 2023.

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, further refined in 2017 to reflect new policy priorities and reviewed in 2021 to reflect changes in service provision during the COVID-19 pandemic.

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 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 550,000 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 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.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Duration in months

11

This contract is subject to renewal

Yes

Description of renewals

The Purchaser may, by giving notice to the Service Provider, extend the period of the Contract to a date falling no later than 28 February 2025. Subject to that constraint, the Purchaser may extend the period of the Contract on more than one occasion.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Bidders must demonstrate a Current Ratio of no less than 1

Current Ratio will be calculated as follows:

Total current assets divided by Total current liabilities.

There must be no qualification or contra-indication from any evidence provided in support of the bidders economic and financial standing.

Minimum level(s) of standards possibly required

Minimum level(s) of standards required:

Public Liability (In the sum not less) 2 Million GBP

Professional Indemnity (in the sum not less) 2 Million GBP

Employers Liability (In the sum not less) 5 Million GBP

Such insurance must be maintained for the duration of the Contract and for a minimum of 5 years following the expiry or termination of the Contract.

III.1.3) Technical and professional ability

List and brief description of selection criteria

4C.4 Supply Chain Management and Prompt Payment of subcontractors- Tenderers must provide a statement of the relevant supply chain management and/or tracking systems as detailed within the Single Procurement Document, of the Invitation to Tender document.

Minimum level(s) of standards possibly required

ISO/IEC 27001 or equivalent

Must have achieved, or be committed to achieving prior to contract award, ISO/IEC 27001 (Information Security Management Systems Requirements) relevant to the service requirements.

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

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: [2023/S 000-002756](#)

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

Date

30 May 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

30 May 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 24026. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

(SC Ref:730006)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Edinburgh

EH11LB

Country

United Kingdom