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Contract

RM6126 DPS Call Off Contract for NHS Patient Survey Programme

Care Quality Commission

F03: Contract award notice

Notice identifier: 2023/S 000-013862

Procurement identifier (OCID): ocids-h6vhtk-029a8d

Published 16 May 2023, 10:02am

Section I: Contracting authority

I.1) Name and addresses

Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Contact

Commercial & Contracts Team

Email

commercialcontracts@cqc.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.cqc.org.uk/>

Buyer's address

<https://www.cqc.org.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

RM6126 DPS Call Off Contract for NHS Patient Survey Programme

Reference number

CQC I&D 027

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

DPS Call-Off contract for a Survey Co-ordination Centre supplier for the Survey Programme – developing, co-ordinating and analysing data from approximately five national patient experience surveys.

CQC collects, analyses and uses a range of data about people's experiences of care. A significant volume of that information comes from people who have recently used NHS services and are asked about their experiences as part of the NHS Patient Survey Programme. The programme is designed to systematically capture the views of representative samples of patients from all eligible NHS trusts in England. Each survey contains questions that are designed and tested to provide insight into fundamental aspects of people's experiences and to highlight areas where individual providers and systems could improve how they provide services.

The programme currently includes annual surveys of adult inpatients and community mental health services. CQC also undertakes three acute surveys on a biennial schedule: maternity services, urgent and emergency department services and children's and young people's inpatient and day case services.

Typically, the surveys are sent to a sample of between 850 – 1,250 patients, who meet specific eligibility criteria, per provider. The sample is drawn from people who have experienced care during a specified time period, and on average between 25% and 50% of eligible patients respond. The Programme is switching to online first methods of administering questionnaires, with use of supplementary SMS reminders to encourage online completion.

The results of these surveys, including local and national reports, are published on

CQC's own website and NHS Surveys, along with the guidance and tools used to deliver the survey.

Supporting CQC's commitment to increase the use of people's experiences at the centre of regulation, it is likely adjuncts to the NHS Patient Survey Programme will emerge over the life of this contract and it will be important to engage with innovation and opportunities to ensure patient experience is collected and used in the most expedient way to maximise the impact and value of data for regulation and service improvement. During the life of the contract it will also be important to extend use of data to look at people's experiences of integrated care.

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: £4,560,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79311200 - Survey conduction services
- 79311300 - Survey analysis services
- 79311000 - Survey services
- 79320000 - Public-opinion polling services
- 79311210 - Telephone survey services
- 79315000 - Social research services
- 79311100 - Survey design services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

England

II.2.4) Description of the procurement

This procurement was undertaken the Crown Commercial Service (CCS) Research and Insights Dynamic Marketplace DPS (RM6126) following a further competition process.

The contract is awarded for an initial period of 24 months with an option to extend for up to 24 months.

Total Awarded Value is the maximum of all charges including all optional contract extensions.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for up to a further 24 months for a total contract term of 48 months including optional extension.

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

Restricted 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: [2021/S 000-027493](#)

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

10 May 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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 John Smith Drive

Oxford

OX4 2JY

Email

info@pickereurope.ac.uk

Telephone

+44 1865208100

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

National registration number

03908160

Internet address

www.picker.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: £4,560,000

Total value of the contract/lot: £4,560,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court (Technology and Construction Court)

Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

Internet address

<https://www.gov.uk/courts-tribunals/technology-and-construction-court>