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Awarded contract

## **RM6126 DPS Call Off Contract for NHS Patient Survey Programme**

Care Quality Commission

F03: Contract award notice

Notice reference: 2023/S 000-013862

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](mailto:commercialcontracts@cqc.org.uk)

#### **Country**

United Kingdom

**NUTS 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

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## **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

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## **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](#)

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## **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](mailto:info@pickereurope.ac.uk)

Telephone

+44 1865208100

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

National registration number

03908160

Internet address

[www.picker.org](http://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

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## **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>