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Contract

NHS Patient Survey Approved Contractor Framework

Care Quality Commission

F03: Contract award notice

Notice identifier: 2023/S 000-015063

Procurement identifier (OCID): ocds-h6vhtk-031ebb

Published 26 May 2023, 11:35am

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

NHS Patient Survey Approved Contractor Framework

Reference number

CQC I&D 038

II.1.2) Main CPV code

- 79300000 - Market and economic research; polling and statistics

II.1.3) Type of contract

Services

II.1.4) Short description

A Framework of Approved Contractors to work with and provide a range of survey-related services to Commissioners when contracted to do so. In the future it is possible Approved Contractors would be invited to supply other research related activities alongside this work, in the event that such activities are developed.

Approved Contractors will be required to work, under Call- Off Contracts, directly with Care Providers registered with CQC and on occasion, with the Coordination Centre or CQC directly. The purpose of Approved Contractors is to:

- ensure that Care Providers are able to undertake National Surveys by providing the required skills and expertise to draw samples, distribute and collect questionnaires using a variety of survey administration modes (currently paper and online and incorporating SMS reminders) as per standardised schedules, guidance and in line with national approvals;
- process collected data to allow own analysis of results on behalf of Commissioners (in line with CQC data cleaning and analysis standards and national approvals) and to submit timely and accurate data to the Coordination Centre at required intervals to permit centralised analysis;
- ensure potential safeguarding issues are escalated to the appropriate authorities at the earliest opportunity;
- ensure that CQC is able to pilot approaches to improving surveys, and undertake other

specific work as required over the life of the Framework Agreement;

- work in partnership with CQC and the Co-ordination Centre to seek to continually improve the NHS Patient Survey Programme.

As this is a Framework Agreement, CQC does not guarantee any work through this Framework Agreement and requirements may be called-off as and when required.

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: £8,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79311300 - Survey analysis services
- 79311200 - Survey conduction services
- 79311000 - Survey services
- 79311210 - Telephone survey services
- 79311100 - Survey design services
- 79315000 - Social research services
- 79320000 - Public-opinion polling services
- 79310000 - Market research 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 following an open procedure process.

The framework 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: 90

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Price / Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for up to a further 24 months for a total framework 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

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2022/S 000-006178](#)

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

18 May 2023

V.2.2) Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 8

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

Number of tenders received from tenderers from non-EU Member States: 9

Number of tenders received by electronic means: 9

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

V.2.3) Name and address of the contractor

IQVIA UK

3 Forbury Place, 23 Forbury Road

Reading

RG1 3JH

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

National registration number

03022416

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £8,000,000

Lowest offer: £8,000,000 / Highest offer: £8,000,000 taken into consideration

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Number of tenders received by electronic means: 9

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

Telephone

+44 1865208147

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

National registration number

03908160

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £8,000,000

Lowest offer: £8,000,000 / Highest offer: £8,000,000 taken into consideration

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Number of tenders received by electronic means: 9

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

V.2.3) Name and address of the contractor

EXPLAIN MARKET RESEARCH LIMITED

The Core Bath Lane, Newcastle Helix

Newcastle upon Tyne

NE4 5TF

Telephone

+44 1912615261

Country

United Kingdom

NUTS code

- UKC22 - Tyneside

National registration number

02880683

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: £8,000,000

Lowest offer: £8,000,000 / Highest offer: £8,000,000 taken into consideration

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V.2.3) Name and address of the contractor

Patient Perspective Ltd.

5 South Parade, Summertown

Oxford

OX2 7JL

Telephone

+44 1865205100

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

National registration number

05725898

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: £8,000,000

Lowest offer: £8,000,000 / Highest offer: £8,000,000 taken into consideration

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>