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Tender

NHS Patient Survey Approved Contractor Framework

Care Quality Commission

F02: Contract notice

Notice identifier: 2022/S 000-017769

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

Published 29 June 2022, 2:16pm

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

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://health-family.force.com/s/Welcome>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://health-family.force.com/s/Welcome>

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

<https://health-family.force.com/s/Welcome>

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

Suppliers to act as Approved Contractors, working with NHS trusts to sample patients and administer questionnaires. Approved contractors also provide some improvement support functions.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79310000 - Market research services
- 79311200 - Survey conduction services
- 79311000 - Survey services
- 79311100 - Survey design services

- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79315000 - Social research services
- 79320000 - Public-opinion polling 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

Suppliers to act as Approved Contractors, working with NHS trusts to sample patients and administer questionnaires. Approved contractors also provide some improvement support functions.

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: £8,000,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Framework will be for an initial period of 24 months with the provision to extend for a further 24 months.

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

Selection criteria as stated in the procurement documents

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

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

Date

28 July 2022

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

31 August 2022

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

The open procedure will be conducted via the Authority's e-Sourcing portal hosted by Atamis.

If you are interested in bidding for this opportunity, please complete your Atamis registration by following this link: <https://healthfamily.force.com/s/Welcome>

Should you have any queries regarding how to register your organisation on Atamis e-Sourcing portal, or cannot locate your unique reference supplier number, please contact Atamis Support Desk via support-health@atamis.co.uk or via phone 0800 9956035 (Monday to Friday 8am to 5pm).

VI.4) Procedures for review

VI.4.1) Review body

The High Court

Strand

London

WC2A 2LL

Email

generaloffice@administrativecourtoffice.justice.gov.uk

Country

United Kingdom

Internet address

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