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Contract

General Practice Patient Survey (GPPS)

The NHS Commissioning Board (operating under the name of NHS England)

F03: Contract award notice

Notice identifier: 2021/S 000-022449

Procurement identifier (OCID): ocds-h6vhtk-029483

Published 9 September 2021, 5:03pm

Section I: Contracting authority

I.1) Name and addresses

The NHS Commissioning Board (operating under the name of NHS England)

2nd Floor, Rutland House

Runcorn

WA7 2ES

Contact

Russell Greenwood

Email

russell.greenwood@nhs.net

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.england.nhs.uk/>

Buyer's address

<https://www.england.nhs.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

General Practice Patient Survey (GPPS)

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The GP Patient Survey (GPPS) is an England-wide annual survey which has been running

every year since 2007. It is sent to approximately 2.2 million people and asks about experiences of local primary care services including dentistry. Currently, the survey is 'mixed mode' and uses paper invitations and questionnaires with the option of completing the survey online (in the form of a link provided on a letter that individuals can type into their device and via SMS reminder messages). The survey currently provides data at national, Clinical Commissioning Group (CCG) and GP practice levels. It is used to understand performance at GP practice level as well as identifying emerging and ongoing national trends which feed into policy making. The GPPS is extensively used by NHS England and NHS Improvement (NHSEI), the Department of Health and Social Care (DHSC) and Care Quality Commission (CQC).

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: £10,552,108.16

II.2) Description

II.2.2) Additional CPV code(s)

- 79300000 - Market and economic research; polling and statistics
- 79342311 - Customer satisfaction survey
- 79310000 - Market research services
- 79320000 - Public-opinion polling services
- 79342310 - Customer survey services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The survey not only provides data on key priorities such as access to general practice, but also provides insight about a wide range of other areas including health inequalities at a

population level, a key focus of the NHS Long Term plan. The survey is also a key asset at local level, providing robust and comparable insight to local organisations and health systems about the performance of general practice.

Methodology

- That the survey will continue to be run on a yearly basis at GP practice level.
- That the survey's implementation will continue to be mixed mode – paper based and online. This is to minimise selection bias and ensure a key part of the population are not excluded. In addition, experiments in this area have found a drop-in response rate with increased online completion, which impacts on the ability to report robustly at GP Practice level.
- The drive to increase online uptake will continue.

Content

- That the main focus of the survey will continue to be general practice but that the survey content reflects changing primary care contexts and policy priorities.

Sampling

- That the survey sampling criteria remains the same – those registered with a GP practice for at least six months, aged 16 and over.
- That the survey sample will continue to be drawn from the Personal Demographic Service (PDS). Please note mobile telephone numbers and emails do not cover everyone in the sample (email approx. 25% and mobile telephone number 75%).
- That the survey will continue to produce weighted data that are representative and comparable at GP practice level and that are also nationally representative.

Data production

- That the survey would be run to the existing timings including survey fieldwork January until early April and publication in July the same year.
- That there would be the opportunity to report the survey based on other geographies such as STP and PCN.
- The survey will require a certain sample size and/or confidence interval width at practice level which is defined in the ITT.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

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 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: [2021/S 000-003355](#)

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

16 August 2021

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 5

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

V.2.3) Name and address of the contractor

Market and Opinion Research International Limited (Trading as Ipsos MORI)

C/O CFO-Ipsos Mori, 3 Thomas More Square

London

E1W 1YW

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £14,074,697.60

Total value of the contract/lot: £10,552,108

Section VI. Complementary information

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>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The Authority will incorporate a standstill period at the point that information about the actual award of the contract is communicated to tenderers. That notification will provide information on the award decision. The standstill period, which will be for a minimum of ten (10) calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. The Public Contracts Regulations 2015 (as amended) provide remedies under statute for aggrieved parties.

VI.4.4) Service from which information about the review procedure may be obtained

The NHS Commissioning Board (operating under the name of NHS England)

2nd Floor, Rutland House

Runcorn

WA7 2ES

Country

United Kingdom

Internet address

<https://www.england.nhs.uk/>