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Contract

Health and Care Experience Survey (2023-24)

Scottish Government

F03: Contract award notice

Notice identifier: 2023/S 000-025912

Procurement identifier (OCID): ocds-h6vhtk-039bd8

Published 1 September 2023, 4:38pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

4 Atlantic Quay, 70 York St

Glasgow

G2 8EA

Email

ross.cameron@gov.scot

Telephone

+44 1412420133

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.scotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Health and Care Experience Survey (2023-24)

Reference number

Case 620489

II.1.2) Main CPV code

- 73110000 - Research services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Government has a requirement to place a contract with an external service provider for the provision of a Health and Care Experience Survey 2023.

The scope of the contract will be to undertake the survey fieldwork and the transfer of a clean data set. The survey is being undertaken as part of the Scottish Government's Care Experience Programme and will be managed by Health and Social Care Analysis Division in the Scottish Government, in partnership with the Public Health Scotland (PHS).

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: £583,389

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The Scottish Government has a requirement to place a contract with an external service provider for the provision of the Health & Care Experience Study 2023.

Making healthcare more person centred lies at the heart of the NHS Scotland Quality Strategy ambitions. The Scottish Care Experience Survey Programme has been designed to support this ambition by giving people the opportunity to comment systematically on their experience of healthcare and its impact on their quality of life. The programme comprises a suite of surveys, including inpatient, health and care, maternity and cancer care.

The Survey is a biennial postal survey which first ran in 2009. The Survey, which originally focused on primary care services, was expanded in 2013 to accommodate questions on social care and carers, reflecting the move towards health and social care integration in Scotland, further refined in 2017 to reflect new policy priorities and reviewed in 2021 to reflect changes in service provision during the COVID-19 pandemic.

The scope of the contract will be to undertake the survey fieldwork and the transfer of a

clean data set. The initial survey pack will include a letter and an information leaflet in a range of languages. A reminder pack will be sent to people who had not responded to this initial letter after a couple of weeks. The reminder pack will include a reminder letter, an information leaflet and a paper copy of the questionnaire. This involves printing and posting the survey packs to around 550,000 to people registered with a GP practice in Scotland, which requires the services of an experienced survey contractor with specialist equipment. The survey contractor will be required to scan and capture the completed questionnaires, and carry out agreed validation checks on the data before securely transmitting a clean data set to the Scottish Government. There is no in-house facility to administer such a large volume of surveys. In order to encourage online completion of the Survey the Supplier will be required to setup an online version of the Survey and facilities to support other means of access to the Survey (including, but not limited to, telephone, textphone, Language Line service) and a telephone helpline.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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: [2023/S 000-011470](#)

Section V. Award of contract

Contract No

Case 620489

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 August 2022

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

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

IQVIA

23 Forbury Road

Reading

RG1 3JH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

Total value of the contract/lot: £583,389

Section VI. Complementary information

VI.3) Additional information

(SC Ref:743543)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

Edinburgh

EH11LB

Country

United Kingdom