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Contract

DPH: Health and Care Experience Survey 2025-26

Scottish Government

F03: Contract award notice

Notice identifier: 2025/S 000-039816

Procurement identifier (OCID): ocds-h6vhtk-04d06f

Published 15 July 2025, 10:01am

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

Contact

Laura Vivian

Email

laura.vivian@gov.scot

Telephone

+44 412425466

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

DPH: Health and Care Experience Survey 2025-26

Reference number

CASE/747380

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 the Health and Care Experience Survey 2025. 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: £615,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79300000 - Market and economic research; polling and statistics
- 79310000 - Market research services
- 79311000 - Survey services

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 Survey 2025.

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 and further refined in 2017 to reflect new policy priorities.

The 2025 survey content will be reviewed prior to the commencement of fieldwork to ensure that the survey questions are still relevant and meet user needs, however we are not anticipating any substantial changes from the 2023 survey.

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 with QR code providing a link to the online survey 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 500,000 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 accessible 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: Methodology / Weighting: 60

Quality criterion - Name: Staffing, Project Management And Sub-Contractor Arrangements / Weighting: 25

Quality criterion - Name: Climate Emergency / Weighting: 5

Quality criterion - Name: Fair Work First / Weighting: 5

Quality criterion - Name: Approach To Managing Risk/Ethical Issues / Weighting: 5

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: [2025/S 000-007739](#)

Section V. Award of contract

Contract No

747380

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 June 2025

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

Quality Health Limited

Unit 1 Holmewood Business Park, Chesterfield Road, Holmewood

Chesterfield

S42 5US

Telephone

+44 1246856263

Fax

+44 1246855897

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: £615,000

Section VI. Complementary information

VI.3) Additional information

Question Scoring Methodology for Award Criteria outlined in Invitation to Tender.

0 Unacceptable Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

1 Poor Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2 Acceptable Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3 Good Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.

4 Excellent Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

Tenderers are also asked to confirm that they will pay staff that are involved in the delivery of services under the contract, at least the real Living Wage.

Bidders must complete the SPD (Scotland) to demonstrate adherence to the Exclusion and Selection Criteria for this procurement.

If there are named subcontractors/technicians upon which the bidder will rely to meet the selection criteria, these named parties must

complete and reattach the SPD Supplier Response Form attached to SPD.

The buyer is using PCS-Tender to conduct this ITT exercise.

The Project code is 28596 and the ITT code is 58275. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement.

For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The tenderer must provide a Community Benefits proposal that is relevant to the subject matter of this contract and supports the Scottish Ministers' commitment to contributing to the social, economic & environmental well-being of the people of Scotland, as described in the specification.

targeted employment support, recruitment and work-related training for priority groups within the community (for example long-term

unemployed and young people) as part of your proposed workforce for this project;

support for existing Charity and Third Sector Organisations that deliver benefits to the communities

Use of SMEs or supported businesses as part of your supply chain

up-skilling the existing workforce;

equality and diversity initiatives;

educational support initiatives.

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 28596.
For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The tenderer must provide a Community Benefits proposal that is relevant to the subject matter of this contract and supports the Scottish Ministers' commitment to contributing to the social, economic & environmental well-being of the people of Scotland, as described in the specification.

(SC Ref:804384)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH1 1LB

Country

United Kingdom