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Tender

Qualitative Analysis and Reporting for Patient Experience Surveys

NHS England

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048236

Procurement identifier (OCID): ocids-h6vhtk-0586a3

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Scope

Description

We are looking for a supplier to deliver a high-quality, publishable thematic analysis of open-text responses from 5 national patient experience surveys, using both deductive and inductive qualitative methods to generate actionable insight for NHS stakeholders.

The goal is to produce individual reports for each survey that uncover patterns and variations in patient feedback, with a final overarching report summarising common and unique insights across all surveys.

We are looking for:

- A supplier experienced in manual thematic analysis, using inductive methods for 5 national surveys.
- The ability to work flexibly and handle multiple surveys simultaneously, delivering reports in line with each survey's quantitative publication timeline.

- The capacity to produce insightful, well-written reports that highlight patient experiences and support NHS strategic objectives.

The contract will be issued under the NHS Standard PO Terms and Conditions for the Provision of Services.

The term of the agreement will be until 31 March 2026. The approved budget is up to £95,000 (excluding VAT).

Total value (estimated)

- £95,000 excluding VAT
- £114,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 March 2026
- 7 months

Main procurement category

Services

CPV classifications

- 85100000 - Health services
 - 79311000 - Survey services
-

Participation

Conditions of participation

See ITT Instructions Document.

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

20 August 2025, 9:00am

Tender submission deadline

27 August 2025, 9:00am

Submission address and any special instructions

Tendering portal 'Atamis' used the Contracting Authority for this procurement:

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

User Guide:

https://services.atamis.co.uk/docs/Supplier_User_Guide.pdf

Tenders may be submitted electronically

Yes

Award criteria

80% Technical and Social Value, 20% Commercial.

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Contracting authority

NHS England

- Public Procurement Organisation Number: PDPT-3135-BWWY

Wellington House, 133-135 Waterloo Rd

London

SE1 8UG

United Kingdom

Email: england.commercialqueries@nhs.net

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

Region: UKI45 - Lambeth

Organisation type: Public authority - central government