This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/048371-2025">https://www.find-tender.service.gov.uk/Notice/048371-2025</a>

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 000-048371

Procurement identifier (OCID): ocds-h6vhtk-0586a3 (view related notices)

Published 13 August 2025, 12:11pm

# Changes to notice

This notice has been edited. The <u>previous version</u> is still available.

Value changed from £95,000 ex VAT to £80,000 ex VAT.

# 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 budged is up to £80,000 (excluding VAT).

### **Total value (estimated)**

- £80,000 excluding VAT
- £96,000 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: <a href="https://www.england.nhs.uk/">https://www.england.nhs.uk/</a>

Region: UKI45 - Lambeth

Organisation type: Public authority - central government