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Planning

Market Engagement - Provision of Friends and Family Test

Queen Victoria Hospital NHS Foundation Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083763

Procurement identifier (OCID): ocds-h6vhtk-05f7ac

Published 17 December 2025, 11:50am

Scope

Reference

C395081

Description

THIS IS A PRELIMINARY MARKET ENGAGEMENT ACTIVITY

Queen Victoria NHS Foundation Trust is seeking to understand whether there are any organisations that are interested in providing a Friends and Family Test Service.

The successful provider would be expected to provide a web based software solution for the design, compilation, administration, analysis and reporting of the Friends Family Test questionnaire.

Organisations are requested to express an interest by sending a short introductory email to qvh.procurement@nhs.net by 5pm on 20th January 2026

Please note: This is a preliminary engagement exercise designed to gather insight and test feasibility before any formal procurement. It will help inform our business case and plans but will not in any way influence the outcome for future tender opportunities. At this stage, no commitment is being made by the Trust to procure any services.

Total value (estimated)

- £90,000 excluding VAT
- £108,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2029
- 3 years

Main procurement category

Services

Additional procurement category

Goods

CPV classifications

- 79311300 - Survey analysis services
- 48000000 - Software package and information systems
- 64212100 - Short Message Service (SMS) services

- 79311000 - Survey services

Engagement

Engagement deadline

20 January 2026

Engagement process description

Market Engagement

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

28 January 2026

Contracting authority

Queen Victoria Hospital NHS Foundation Trust

- Public Procurement Organisation Number: PDZB-1536-PVZG

Holtye Road

East Grinstead

RH19 3DZ

United Kingdom

Contact name: Linda Evans

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

Region: UKJ28 - West Sussex (North East)

Organisation type: Public authority - central government