

**United Kingdom-Leeds: Market and economic research; polling and statistics**  
**OJ S 127/2015 04/07/2015**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: National Health Service Commissioning Board

Postal address: Quarry House, Quarry Hill

Town: Leeds

Postal code: LS2 7UE

Country: United Kingdom

Contact person: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>

**Internet address(es):**

General address of the contracting authority: [www.england.nhs.uk](http://www.england.nhs.uk)

Address of the buyer profile: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>

Electronic access to information: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>

Electronic submission of tenders and requests to participate: <https://nhsbsa.bravosolution.co.uk/web/login.shtml>

**I.2. Type of the contracting authority**

National or federal agency/office

**I.3. Main activity**

Health

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: no

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

NHS Staff Survey Framework.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 10: Market research and public opinion polling services

NUTS code UKC North East (England),UKD North West (England),UKE Yorkshire and the Humber,UK United Kingdom,UKK South West (England),UKJ South East (England),UKG West Midlands (England),UKF East Midlands (England),UKI London,UKH East of England

**II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4. Short description of the contract or purchase(s)**

The NHS Staff survey was implemented in full for the first time in the autumn of 2003 and has been repeated every year since then. Questionnaires are sent to nearly 560 000 staff throughout England each year.

The purpose of the NHS Staff Survey is to collect staff views and experiences of working in their local NHS trust and to provide information for deriving national and local performance indicators. Results from the survey are used by these NHS organisations to identify areas for improvement, registration, periodic review, Quality and Risk Profiles and national studies.

The Framework Suppliers provide the following Services:

- Providing practical support and advice for selecting a sample of staff in accordance with the specification set out by the Advice Centre.
- Printing questionnaires, covering letters, reminders etc.
- Advising trusts on their pre-survey communication strategy
- Distribution of survey materials, and handling receipt of questionnaires.
- Liaising with trusts about non-responses and reminders.
- Providing support and advice to ensure good response rates.
- Data entry, cleaning data and providing data to the Advice Centre by the required deadline in the specified format (the Advice Centre will be responsible for providing basic standard reports of survey findings to NHS trusts).

The Survey Framework is supported by the NHS Staff Survey Advice Centre (Advice Centre). Working with the Contracting Authority and with the independent NHS Staff Survey Improvement Board, this Advice Centre is responsible for designing the surveys, preparing guidance and co-ordinating implementation of the surveys at the local level.

#### **II.1.5. CPV code(s)**

79300000 Market and economic research; polling and statistics, 79342310 Customer survey services, 79313000 Performance review services, 79311300 Survey analysis services, 79310000 Market research services, 72314000 Data collection and collation services, 79342311 Customer satisfaction survey, 79311000 Survey services, 79570000 Mailing-list compilation and mailing services, 79311400 Economic research services, 79414000 Human resources management consultancy services, 79311210 Telephone survey services, 79311200 Survey conduction services, 79315000 Social research services, 79571000 Mailing services, 79311100 Survey design services, 79330000 Statistical services, 79320000 Public-opinion polling services

#### **II.1.6. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.2. Total value of the contract/lot**

##### **II.2.1. Total value of the contract/lot**

### **Section IV: Procedure**

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#### **IV.1. Type of procedure**

##### **IV.1.1. Type of procedure**

Restricted

#### **IV.2. Award criteria**

##### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. Quality: Provision of the Service. Weighting 30
2. Quality: Maintaining the Services. Weighting 30
3. Price: Questionnaire. Weighting 30

4. Price: Rate Card. Weighting 10
5. Overall cost effectiveness

#### **IV.2.2. Information about electronic auction**

An electronic auction has been used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

14\_02\_14

##### **IV.3.2. Previous publication concerning this procedure**

###### **Contract notice**

Notice number in the OJ S: [2015/S 29-049099](#) of 11.2.2015

#### **Section V: Award of contract**

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Contract No: 14\_02\_14

##### **V.1. Date of conclusion of the contract**

4.6.2015

##### **V.2. Information about tenders**

Number of tenders received: 7

Number of tenders received by electronic means: 7

##### **V.3. Name and address of the contractor**

Official name: Picker Institute Europe

Postal address: Buxton Court

Town: Oxford

Postal code: OX2 OJB

Country: United Kingdom

##### **V.4. Information on value of the contract/lot**

##### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

Contract No: 14\_02\_14

##### **V.1. Date of conclusion of the contract**

4.6.2015

##### **V.2. Information about tenders**

Number of tenders received: 7

Number of tenders received by electronic means: 7

##### **V.3. Name and address of the contractor**

Official name: Quality Health Limited

Postal address: Unit 1 Holmewood Business Park, Chesterfield Road, Derbyshire

Town: Holmewood

Postal code: S42 5US

Country: United Kingdom

##### **V.4. Information on value of the contract/lot**

##### **V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

## Section VI: Complementary information

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### VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:  
no

### VI.2. Additional information

Spend MI collected from the incumbent suppliers estimates the annual contract value awarded through the Framework to be c 800 GBP - 1 500 000 GBP. The average survey price is c 2 000-4 000 GBP and > 250 organisations run a survey by calling off a contract against the framework.

HM Government requires that tender documentation issued by government departments for contracts with a value exceeding 25 000 GBP over the life of the contract be published on-line (<https://www.gov.uk/contracts-finder>) for the general public. The resulting contract is also published.

The Contracting Authority reserve the right to cancel the procurement process at any time and /or not to award the contract as a result of this procurement exercise.

The Framework Agreement(s) will be available for use by or on behalf of NHS organisations and other organisations providing NHS services (and their statutory successors and organisations as a result of re-organisation or organisational changes).

All NHS trusts (Foundation Trusts, acute and specialist hospital trusts, ambulance service trusts, mental health and learning disability trusts and primary care trusts) are required to participate in this survey. Strategic Health Authorities and other NHS bodies may choose to undertake the NHS Staff survey on a voluntary basis.

A list of such NHS organisations and trusts can be found at:

1. <http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>
2. <http://www.nhs.uk/servicedirectories/Pages/PrimaryCareTrustListing.aspx>
3. <http://www.nhs.uk/ServiceDirectories/Pages/MentalHealthTrustListing.aspx>
4. <http://www.nhs.uk/ServiceDirectories/Pages/CareTrustListing.aspx>
5. <http://www.nhs.uk/ServiceDirectories/Pages/AmbulanceTrustListing.aspx>
6. <http://www.nhs.uk/ServiceDirectories/Pages/StrategicHealthAuthorityListing.aspx>
7. <http://www.nhs.uk/ServiceDirectories/Pages/SpecialHealthAuthorityListing.aspx>
8. <http://www.nhs.uk/servicedirectories/pages/ccglisting.aspx>
9. <http://www.nhs.uk/ServiceDirectories/Pages/OtherListing.aspx>
10. NHS North of England Commissioning Support Unit
11. NHS Cheshire and Merseyside Commissioning Support Unit
12. NHS Greater Manchester Commissioning Support Unit
13. NHS Staffordshire and Lancashire Commissioning Support Unit
14. NHS North Yorkshire and Humber Commissioning Support Unit
15. NHS West and South Yorkshire and Bassetlaw Commissioning Support Unit
16. NHS Arden Commissioning Support Unit
17. NHS Central Midlands Commissioning Support Unit
18. NHS Greater East Midlands Commissioning Support Unit
19. NHS Norfolk and Waveney Commissioning Support Unit
20. NHS Hertfordshire and Essex Commissioning Support Unit
21. NHS North & East London Commissioning Support Unit
22. NHS North West London Commissioning Support Unit
23. NHS South London Commissioning Support Unit

24. NHS South West Commissioning Support Unit
25. NHS Kent and Medway Commissioning Support Unit
26. NHS Surrey & Sussex Commissioning Support Unit
27. NHS South Commissioning Support Unit
28. NHS Central Southern Commissioning Support Unit
29. NHS Business Services Authority.

### **VI.3. Procedures for review**

#### **VI.3.1. Review body**

#### **VI.3.2. Review procedure**

Precise information on deadline(s) for review procedures: The Contracting Authority will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days provides for unsuccessful tenderers to challenge the award decision before a contract is entered into. The Public Contracts Regulations 2006 (SI 2006/5) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the Regulations to take action in the High Court (England, Wales and Northern Ireland).

#### **VI.3.3. Service from which information about the review procedure may be obtained**

#### **VI.4. Date of dispatch of this notice**

30.6.2015