

United Kingdom-Walsall: Customer satisfaction survey
OJ S 248/2015 23/12/2015
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Walsall Healthcare NHS Trust

Postal address: Manor Hospital, Moat Road

Town: Walsall

Postal code: WS2 9PS

Country: United Kingdom

Contact person: Procurement

For the attention of: Kevin Davies

E-mail: kevin.davies@walsallhealthcare.nhs.uk

Telephone: +44 1922656056

Fax: +44 192656890

Internet address(es):

General address of the contracting authority: <http://themanor.xwalsall.nhs.uk/>

Address of the buyer profile: <http://themanor.xwalsall.nhs.uk/>

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

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

II.1. Description

II.1.1. Title

WHPC00290 — NHS Friends and Family Test and other Surveys.

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

Services

Service category No 25: Health and social services

Main site or place of performance: United Kingdom.

NUTS code

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

The procurement involves the establishment of a framework agreement

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

Establishment of a Framework Agreement of providers of:

(1) The NHS Friends and Family Test, and

(2) Any other national or local patient or staff survey currently existing or subsequently

introduced or required by NHS bodies during the lifetime of the agreement. The Framework is for a 4 year term.

II.1.5. CPV code(s)

79342311 Customer satisfaction survey, 79342310 Customer survey services

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

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

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

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

WHPC00290/KD

IV.3.2. Previous publication concerning this procedure

Contract notice

Section V: Award of contract

Contract No: WHPC00290

Lot title: NHS Friends and Family Test and other Surveys

V.1. Date of conclusion of the contract

V.2. Information about tenders

Number of tenders received: 8

V.3. Name and address of the contractor

Official name: iWantGreatCare

Postal address: 2 Manor Farm Barns, Finstock, Chipping Norton

Town: Oxford

Postal code: OX7 3DG

Country: United Kingdom

E-mail: info@iwantgreatcare.org

Telephone: +44 1993868428

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

Initial estimated total value of the contract/lot:
Value: 25 000 GBP
excluding VAT
Total value of the procurement:
Value: 100 000 GBP
excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

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

Other framework suppliers include:

- Picker,
- Quality health,
- BMG,
- Patient perspectives,
- Capita,
- DJS.

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

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

VI.4. Date of dispatch of this notice

18.12.2015