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**NATIONAL CANCER PATIENT EXPERIENCE SURVEY 2025-29 ATAMIS REFENCE: C283380**

**PRIOR INFORMATION NOTICE (PIN)**

1. **Background**

* The National Cancer Patient Experience Survey (NCPES) was first carried out in 2010 and has been carried out each year since 2012. The NCPES was developed in response to the Cancer Reform Strategy (2007) and also supports the objectives set out in "[Achieving world-class cancer outcomes: a strategy for England 2015-2020](https://www.england.nhs.uk/publication/achieving-world-class-cancer-outcomes-a-strategy-for-england-2015-2020/)".
* The NCPES has been designed to monitor national progress on experience of cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.
* The NCPES is commissioned by the Insight and Voice team at NHS England who also oversee day-to-day delivery activity. The survey is supported by the Cancer Patient Experience Survey Advisory Group (CPESAG), which includes clinicians, lived experience ambassadors, cancer charities, cancer policy experts and survey methodology experts.
* The [2023 questionnaire](https://www.ncpes.co.uk/survey-instructions/) includes 71 quantitative questions and two qualitative questions; the paper version is 12 pages. The survey asks people about their experiences of cancer services. We also ask respondents to provide data on protected characteristics and individual health status, asking for information about any long-term conditions they have and a range of socio-demographic characteristics.
* The most recently published NCPES (2022) involved 133 NHS trusts. Out of 115,662 people, 61,268 people responded to the survey, yielding a response rate of 53%.
* Aggregated survey results are published on the [NCPES website](https://www.ncpes.co.uk/) at national, Integrated Care Board (ICB), Cancer Alliance and NHS Trust level.

1. **Scope of the Contract**

* The contracting authority will be NHS England who will be conducting this tender in line with their policy and procedures.​
* The current contract covers the 2022, 2023 and 2024 NCPES. In the event of a change of Supplier, it has been confirmed that TUPE (Transfer of Undertakings Protection of Employment) will not apply. NHSE are working with the current supplier to ensure an exit strategy is in place by January 2025. In the event of a change of Supplier, NHSE will work with the Supplier for this contract to use this exit strategy to protect the continuity of NCPES.
* NHS England is looking to award a contract for 69 months; 1 January 2025 – 1 September 2030. This contract length is designed to allow for delivery of five cycles of CPES and includes the delivery of results following the final cycle. ​
* The contract is due to commence 1 January 2025. The mobilisation / transition period will be around 4-6 weeks. Service delivery will begin in February 2025, with the key initial tasks of:
  + March 2025: Display of privacy notices/posters by NHS Trusts
  + April 2025: Section 251 and Data Coordination Board application
  + April, May and June 2025: Survey sampling period
* The maximum available budget for this contract is £3,081,364 (excluding VAT). ​

We anticipate that the pricing model will involve:

* Fieldwork costs (such as survey printing, postage, scanning, digital contact such as SMS or email (if required)) being passed through by the Supplier to NHS England with no mark-up applied, as they will vary dependent on the response rate achieved. At the end of each survey fieldwork period, reconciliation of fieldwork costs will take place if required.
* The proposed reconciliation process would result in one of two scenarios:
  1. In the event that fieldwork costs are lower than estimated, the Supplier will reimburse the difference to NHS England.
  2. In the event that fieldwork costs are higher than estimated, NHS England will provide additional funding to the Supplier. This additional funding will be capped so that additional funding does not exceed more than 5% of the fieldwork cost estimate for that survey cycle.
* The rest of the requirements included in the Specification will be charged at a fixed price.

1. **Specification Summary**

Current working assumptions about the NCPES 2025-2030 contract are outlined below. The primary objective is the delivery of five cycles of the NCPES, with yearly sampling, data collection and publication meeting Official Statistic standards.

**Overview of Requirements**

The Supplier service would comprise the following elements:

* Project management and implementation of all aspects of the service to a specified timeframe;
* Attendance at Advisory Group meetings;
* Design of data collection materials (e.g. questionnaire, letters), including engagement and cognitive testing to design best-practice materials;
* Compliance with General Data Protected Regulations (GDPR) and the Data Protection Act 2018; Section 251 and Data Alliance Partnership Board application;
* Production of sampling documents, collation and preparation of the NHS Trust samples for fieldwork;
* Development of communication materials and case studies to promote the survey;
* Data collection (including printing, postage, scanning, creation of an online survey etc.);
* Support for survey recipients (including accessible formats and hosting of a survey helpline throughout fieldwork);
* Data processing and delivery, including data cleaning and weighting;
* Producing data outputs at national, ICB, Cancer Alliance and NHS Trust level, produced in line with Official Statistic requirements;
* Hosting of the survey website (all intellectual property and other facilities of the current website belong to NHS England, such that it can be hosted by an alternative Supplier without loss of content or functionality, as well as any other relevant facilities owned);
* Skills and knowledge transfer and exit strategy.

**Methodology**

* The sample for the survey will continue to include all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June that year. The key sample information from previous years is summarised below (data for 2023 has not yet been published):

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| Year | Starting sample | Achieved sample | Response rate | Proportion completed online | Proportion completed on paper |
| 2021 | 107,412 | 59,352 | 55% | 10,589 (17.8%) | 48,667 (82.0%) |
| 2022 | 115,662 | 61,268 | 53% | 11,246 (18.4%) | 49,968 (81.6%) |

* The current mailing strategy will be used for NCPES 2025 (year 1 of the contract). Mailing 1 (week 1) includes a letter with online survey details, paper questionnaire, and accessibility sheet. Mailing 2 (week 4) includes a letter with online survey details. Mailing 3 (week 8) includes a letter with online survey details, paper questionnaire, and accessibility sheet. Fieldwork closes after 12 weeks.
* NHS England are interested in updating the survey methodology to encourage online completion and/or maximise response rate. This may involving using SMS reminders whilst continuing to provide paper to minimise bias. Suppliers will be encouraged to suggest methodologies which increases online completion without impacting non-response bias or response rate. The Supplier will be required to design an experiment / pilot for NCPES 2025 (year 1 of the contract) with the aim to increase online completion without impacting non-response bias or response rate. Please note that from NCPES 2023, of the total sample size (128,989), 93,481 phone numbers were provided (73%). Fifteen trusts (11%) out of 132 did not provide any mobile phone data. NHS England are currently exploring how to improve the covering of mobile number.
* If the pilot is successful, we anticipate implementing the updated survey methodology for NCPES 2026 (year 2 of the contract).
* To mitigate the impact of multiple breaks in the time series, we also anticipate redevelopment of the questionnaire taking place ahead of NCPES 2026 (with the current questionnaire used for NCPES 2025 to maintain trends).

**Reporting**

* The NCPES statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality, and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. This means that the handling of data and publishing of results are subject to access restrictions set in legislation and that that changes to survey methodology and reporting may require consultation with stakeholders to ensure they meet their needs.
* The Supplier will be required to continue publishing the survey data and outputs on a yearly basis at national, ICB, Cancer Alliance and NHS Trust level. The latest results are available on the [NCPES website](https://www.ncpes.co.uk/results-2022/). Please note that the Easy Read and Qualitative Reports are not requirements of this contract.
* The Supplier will put a quality assurance strategy in place to minimise error in the processing and collation of the outputs and final datasets.

**Timings**

The below chart indicates likely timescales for NCPES delivery each year. As noted above, in some years of the contract, additional work packages will be implemented (such as methodology pilot and questionnaire redevelopment).

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|  | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** |
| Display of privacy notices/posters by trusts |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Submission of Section 251 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sampling period |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Materials development and cognitive testing (if required) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| NHS Trusts prepare sample list and send to Supplier |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Supplier review and collation of sample & fieldwork preparation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Fieldwork |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Analysis and preparing reports |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Results publication and webinar |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

1. **Expectations of the Supplier**

* have demonstrable expertise in quantitative research methods, specifically in the delivery of large-scale surveys, including expertise in survey sampling and data weighting, in maximising response rates, questionnaire design and cognitive testing, the production of Official Statistics, and in the communication of quantitative data findings to different audiences;
* have demonstrable experience in delivering large-scale mixed-mode online and postal surveys;
* have sufficient research and logistical capacities to organise fieldwork and deliver data for the national survey within the stipulated timeframe;
* provide advice on all aspects of quantitative research methods and information governance relating to the survey;
* contribute to discussion on the development of the survey, including providing feedback on lessons learned and how the survey could be improved in the future within the available resources;
* show an understanding of the cancer policy and service landscape in England;
* demonstrate the ability to work alongside an Advisory Group and wider stakeholders in the design and development of a national survey and its outputs, and;
* ensure adequate project management is in place, including dedicated involvement of a senior member of staff, at director or associate director level, for all meetings with and presentations to NHS England.

1. **Request for Information (RFI)**

NHS England is asking potential bidders to complete a market assessment questionnaire to help inform the forthcoming procurement exercise.

The aim of the market engagement exercise is to inform potential providers on the opportunity and to collate feedback. The information will be used to assist the commissioner in deciding on the most appropriate strategy for the future procurement. Please note that NHS England is in no way committed to enter into or award any contract in relation to this RFI and that all costs incurred by responding to this RFI should be borne by the respondent.

Timings for the PIN and RFI are as follows:

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| Publish PIN and RFI | 28 June 2024 |
| Deadline for Supplier to ask clarification questions | 5 July 2024 |
| Deadline for authority to respond to clarification questions | 10 July 2024 |
| RFI response deadline for Supplier | 19 July 2024 |

Clarification questions and RFI responses must be submitted via the NHS England’s e-Tendering portal, Atamis. The RFI (questionnaire) can be found on Atamis by searching for “C283380 National Cancer Patient Experience Survey 2025-2029”.To register on the NHS England’s e-Tendering portal and to access this opportunity, please go to <https://health-family.force.com/s/Welcome> . You can then search for the opportunity and access any further information.

Any procurement conducted as a result of this notice will be advertised separately and any and all organisations wishing to participate in the procurement exercise will need to respond to that procurement advertisement as and when it is published, anticipated timescales are detailed below in Section 6 Procurement Overview.

1. **Procurement Overview**

* It is anticipated the tendering process will be run as an Above Threshold Open Tender process for minimum 30 days under Public Contract Regulations 2015, provided it is advertised before the implementation of the new Procurement Act 2023 on 28 October 2024.
* The intention is to establish a contract with one supplier.
* The opportunity will be advertised via <https://www.gov.uk/contracts-finder> and <https://www.gov.uk/find-tender> and the Invitation to Tender will be published through the Atamis e-tendering portal [Welcome (force.com)](https://health-family.force.com/s/Welcome).
* The tender evaluation criteria will be split as follows:

Pass / Fail Qualification Questionnaire (Cabinet Office Standard Supplier Questionnaire)

60% Quality and Technical / 10% Social Value and Sustainability (for guidance on applying the Social Value Model, please refer to: [PPN 06/20 - taking account of social value in the award of central government contracts](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts)) / 30% Commercial (Price)

* Technical responses will be evaluated independently by a panel of subject matter experts before convening in a moderation session facilitated by the Commercial Team to agree consensus scores.
* All clarifications must be submitted through the tendering portal and no suppliers should canvass NHS England staff for an update unless submitted via the Atamis portal.
* The Contract Award Recommendation (CAR) will follow the NHS England governance process to ensure transparency, compliance and value for money.
* The Contract Award will be subject to a 10-day standstill (Alcatel) period before the final award is made.
* The contract terms and conditions will be the NHS Standard Terms and Conditions for Services.

**Procurement Timescales**

Subject to final approval of business case.

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| **Indicative Procurement Activity** | **Estimated timeframe** |
| Tender Publication Date | September 2024 |
| Tender Closing Date | October 2024 |
| Evaluation, Moderation & Approvals | October – November 2024 |
| Final Award Confirmation | November 2024 |
| Issue Final Contract | End of November 2024 |
| Anticipated Contract Start Date | 1 January 2025 |
| Anticipated Service Commencement Date | 1 February 2025 |

1. ****
2. **NATIONAL CANCER PATIENT EXPERIENCE SURVEY – 2025-2029**
3. **ATAMIS REFENCE: C283380**
4. **REQUEST FOR INFORMATION (RFI)**

Please consider the questions below and submit your written response by no later than **19 July 2024.** Maintain the format within this questionnaire and your responses should be brief and to the point. There is no maximum word count imposed but do not use brochures or marketing material as an answer to any questions. Please try to answer all questions where possible.

If you have any clarification questions, you can submit these to NHS England by **5 July 2024.** NHS England will respond to clarification questions by **10 July.**

**Q1. Please advise of any potential barriers to bidding for the National Cancer Patient Experience Survey you foresee and what steps the Authority can take to mitigate these barriers.**

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**Q2. Please let us know if you think we have not mentioned any key considerations or opportunities in relation to delivering the National Cancer Patient Experience Survey.**

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**Q3. Do you intend to bid for the National Cancer Patient Experience Survey contract? Please provide information on the reason for your answer.**

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**Q4. Please let us know your thoughts on the proposed pricing model. For example, any areas for improvement or alternative pricing models you would suggest considering.**

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**Q5. Do you have any further questions or feedback on the PIN (for example any aspects that require further detail or clarification in the ITT)?**

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