

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:49099-2015:TEXT:EN:HTML>

**United Kingdom-Leeds: Market and economic research; polling and statistics
2015/S 029-049099**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

National Health Service, Commissioning Board

Quarry House, Quarry Hill

Contact point(s): <https://nhsbsa.bravosolution.co.uk/web/login.shtml>

LS2 7UE Leeds

UNITED KINGDOM

Internet address(es):

General address of the contracting authority: 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>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

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

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

NHS Staff Survey Framework.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

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

NUTS code UKC,UKD,UKE,UK,UKK,UKJ,UKG,UKF,UKI,UKH

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

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with several operators
maximum number of participants to the framework agreement envisaged: 6

Duration of the framework agreement

Duration in years: 4

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT:

Range: between 3 500 000 and 6 000 000 GBP

II.1.5) **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-coordinating implementation of the surveys at the local level.

II.1.6) **Common procurement vocabulary (CPV)**

79300000, 79342310, 79313000, 79311300, 79310000, 72314000, 79342311, 79311000, 79570000, 79311400, 79414000, 79311210, 79311200, 79315000, 79571000, 79311100, 79330000, 79320000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: yes

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

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 4 000 GBP and > 250 organisations run a survey by calling off a contract against the framework.

Contracts will be let through the Framework by the Contracting Authority and/or those organisations detailed in section VI.3) herein. It is anticipated that each organisation will run 1 survey on an annual basis and it is expected that there will be c 250 organisations letting contracts under the framework per annum.

NB these are indicative values only. It is optional for the entities/organisations listed in section VI.3) herein to call off services from the framework.

II.2.2) **Information about options**

II.2.3) **Information about renewals**

II.3) **Duration of the contract or time limit for completion**

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

The Contracting Authority reserve the right to require deposits and/or guarantees and/or bonds and/or another form of security. Details will be provided in the contract documents.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

To be set out in the tender documents.

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

The Contracting Authority reserve the right to require groupings of service providers to take a particular legal form or to require a single provider to take primary liability or to require each party to undertake joint and several liability (where relevant).

III.1.4) **Other particular conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: The Framework will be awarded upon the standard NHS framework agreement for the provision of services which will be provided with the Tender Documents (and also available at <https://www.gov.uk/government/publications/nhs-standard-terms-and-conditions-of-contract-for-the-purchase-of-goods-and-supply-of-services>). Contracts called off under this framework will be done so against the Call-off Terms and Conditions as set out in Schedule 1 of the Framework Agreement.

Service providers may be asked to actively participate in the achievement of social and/or environmental policy objectives. Accordingly, contract performance conditions in particular may relate to social and/or environmental considerations.

III.2) **Conditions for participation**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met: Suppliers Instructions How to Express Interest in this Tender:

1. Register your company on the eSourcing portal (this is only required once) — Browse to the eSourcing Portal: <https://nhsbsa.bravosolution.co.uk> and click the link to register — Accept the terms and conditions and click 'continue' — Enter your correct business and user details — Note the username you chose and click 'Save' when complete — You will shortly receive an e-mail with your unique password (please keep this secure).
2. Express an Interest in the tender — Login to the portal with the username/password — Click the 'PQQs/ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) — Click on the relevant PQQ/ITT to access the content — Click the 'Express Interest' button at the top of the page — This will move the PQQ/ITT into your 'My PQQs/My ITTs' page. (This is a secure area

reserved for your projects only) — You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ITT Details' box.

3. Responding to the tender — Click 'My Response' under 'PQQ/ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) — You can now use the 'Messages' function to communicate with the buyer and seek any clarification — Note the deadline for completion, then follow the onscreen instructions to complete the PQQ/ITT — There may be a mixture of online and offline actions for you to perform (there is detailed online help available) You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk. Telephone +44 8003684850 e-mail: help@bravosolution.co.uk In accordance with articles 45-50 of Directive 2004/18/EC and Regulations 23 to 25 of the Public Contracts Regulations and as set out in the PQQ and invitation to tender documents available from <https://nhsbsa.bravosolution.co.uk> Applicants will be assessed in accordance with part 4 of the Public Contracts Regulations (as amended), on the basis of the information provided in the response to the PQQ and tender documentation.

III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Information and formalities necessary for evaluating if the requirements are met: In accordance with Regulation 24 of the Public Contracts Regulations 2006 and as set out in the PQQ documentation which is available from <https://nhsbsa.bravosolution.co.uk>

Minimum level(s) of standards possibly required: A pass will be achieved by supplying the requested documentation and a fail is a failure to supply the relevant documentation.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

In accordance with Article 48-50 of Directive 2004/18/EC and Regulation 25 of the Public Contracts Regulations 2006 and as set out in the PQQ which is available from <https://nhsbsa.bravosolution.co.uk>

Minimum level(s) of standards possibly required:

Pass/Fail elements relating to technical capability, quality assurance, environmental and sustainability, organisational compliance with primary legislation, insurance cover, subcontracting and financial stability.

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

Execution of the service is reserved to a particular profession: no

III.3.2) **Staff responsible for the execution of the service**

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Restricted

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

Envisaged minimum number 5: and maximum number 12

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) Information about electronic auction

An electronic auction will be 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(s) concerning the same contract

no

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 8.3.2015 - 23:59

Payable documents: no

IV.3.4) Time limit for receipt of tenders or requests to participate

9.3.2015 - 12:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates

31.3.2015

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up

English.

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 03 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

Date: 9.3.2015 - 12:01

Place:

PQQ and ITT submissions will be opened through the <https://nhsbsa.bravosolution.co.uk> eTendering system after the deadline has passed.

Persons authorised to be present at the opening of tenders: yes

Additional information about authorised persons and opening procedure: A member of the eTendering team authorised to use the eTendering system.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published: In the final year of the framework established under this Contract Notice.

VI.2) Information about European Union funds

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

VI.3) Additional information

HM Government requires that tender documentation issued by government departments for contracts with a value exceeding 10 000 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.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: 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.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

5.2.2015