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**Questionnaire 2 – Technical Questionnaire**

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| **Name of Contracting Authority** | **NHS England** |
| **Tender for** | **National Cancer Patient Experience Survey (NCPES) 2025-2029** |
| **Contract reference** | **C283380** |

**Weighting of Commercial and Technical Questions**

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|  | **Question** | **Sub-criteria** | **Weighting** |
| **Technical - 60%** | 1 | Data collection | 12.5% |
| 2 | Data processing and reporting outputs | 12.5% |
| 3 | Project management | 5% |
| 4 | Personnel | 10% |
| 5 | Redevelopment | 10% |
| 6 | Meeting the strategic objectives | 10% |
| **Social Value - 10%** | 7 | Climate Change | 5% |
| 8 | Equality and Diversity | 5% |
| **Commercial - 30%** | 9 | Price | 30% |
| **Total** | | | **100%** |

**Stage One Questions: Information Governance**

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|  | **Question** | **Response Type** | **Requirements for PASS/ FAIL** |
|  | **These questions are pass or fail.** | | |
| 1 | Do you have an active registration with the Information Commissioner’s Office (ICO)? | Selection:  Yes  No | “Yes” = PASS  “No” = FAIL |
| 2 | Please provide your ICO registration number. Enter N/A if you do not have an ICO registration. | Text | Valid registration number provided  (N.B. This will be checked against [www.ico.org.uk/esdwebpages/search](http://www.ico.org.uk/esdwebpages/search)) = PASS  N/A = FAIL |
| 3 | Will Personal Data for NCPES 25-29 be held and processed within the UK or EEA at all times? | Selection:  Yes  No | “Yes” = PASS  “No” = FAIL |
| 4A | Have you met the Data Security and Protection Toolkit (DSPT) standards? | Selection:  Yes  No | “Yes” = PASS  If “No”, provide a detailed plan as part of your submission on how you will achieve Standards Met by 1 January 2025 = PASS  N/A = FAIL |
| 4B | If you answered "No" to S1Q4A, please provide a detailed plan as part of your submission on how you will achieve Standards Met by 1 January 2025. | Attachment | Detailed Plan provided as Attachment. Max length of response 2 sides A4, Normal Margins, Ariel font size 12. = PASS  No Plan provided = FAIL |
| 5 | Please provide your DSPT registration number. Enter N/A if you do not have a DSPT registration. | Text | Valid registration number provided  (N.B. This will be checked against [www.dsptoolkit.nhs.uk/OrganisationSearch](http://www.dsptoolkit.nhs.uk/OrganisationSearch)) = PASS  “N/A” or “No” response provided to S1Q4A and no plan provided at S1Q4B = FAIL |

**Stage One Questions: Relevant Experience**

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|  | **Area covered** | **Question** | **Maximum length of response** | **Response Type** | **Threshold** |
| 6 | Data collection | Provide examples which demonstrate your experience of methods and data collection, specifically in the delivery of surveys with both postal and online components. Tenders must demonstrate understanding and skills in relation to:   * Design of questionnaire and other data collection materials; * Mixed mode methodology, including expertise in maximising response rates and representativeness; and, * Delivering sampling and data collection error free and to deadline. | 350 words | Attachment | 5 |
| 7 | Engagement | Provide examples of how you have engaged stakeholders and patients/the public in designing and delivering surveys. This could be in relation to several stages of the survey lifecycle, for example in developing the questionnaire and other data collection materials, methodology, or reporting outputs. | 350 words | Attachment | 5 |
| 8 | Data analysis and reporting | Provide examples to demonstrate skills in relation to survey analysis and reporting, specifically:   * Approach to producing high-quality, accurate and reliable survey results in line with the Official Statistics Code of Practice; * Data cleaning and manipulation, such as weighting, case-mix adjustment, and application of statistical testing * Delivery of large volume qualitative data categorisation and/or analysis; * Communicating survey findings to difference audiences; and, * Producing survey outputs which are actionable and support decision makers. | 350 words | Attachment | 5 |

**Stage Two: Technical Questions**

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|  | **Area covered** | **Question** | **Maximum length of response (Minimum font size 10)** | **Response Type** | **Weighting** |
| 1 | Data collection | Describe how you will manage the collection of survey data to a strict timeline, including how you will:   * Ensure NHS Trust samples are received and quality assured on time; * Address logistical challenges associated with printing, postal, online and scanning operations; * Ensure the chance of reminders being sent to ineligible or deceased patients is minimised; and, * Capture responses accurately and securely, specifying any quality assurance steps taken. | 1 A4 side written response  Plus 1 A4 page for diagrams if needed | Attachment | 12.5% |
| 2 | Data processing and reporting outputs | Describe how you will ensure survey outputs are as useful, accessible and impactful as possible whilst ensuring they are high quality and are delivered in a timely manner.  In your response, please include:   * How you intend to deliver high quality, accurate, and reliable outputs to a set timeline, including detail on your quality assurance approach and ways of working with NHS England; * How you will maintain the Official Statistic status of NCPES and adhere to the Code of Practice for Statistics; * How you will ensure outputs are useful, accessible and impactful for data users, outlining any suggestions you have to improve analysis and reporting; * How you will approach development of the interactive dashboard; and, * How you intend to minimise reporting timescales to share outputs as quickly as possible with stakeholders. | 2 A4 sides written response  Plus 1 A4 page for diagrams if needed | Attachment | 12.5% |
| 3 | Project management | Please outline how you will manage the following:   * Delivering to the agreed timescales; * Quality assurance across NCPES; * Project risk management; * Data protection processes, including how you will ensure that all handling of information strictly adheres to General Data Protected Regulations (GDPR) and the Data Protection Act 2018; * Any other governance considerations; * Business continuity; and, * The working relationship with staff at NHS England.   Include in your response:   * A project plan for the five year contract, setting out timings for the proposed activities, resources, milestones and deliverables. * A risk register, detailing key risks, how risks will be managed and what mitigation for risk management will take place. | 2 A4 sides written response  Plus max 2 A4 **or** 2 A3 pages for diagrams if needed | Attachment | 5% |
| 4 | Personnel | Provide details of the proposed team. The following points should be covered:   * Team organogram including number of staff proposed and job titles of the staff identified. * CVs for 4 key team members; the CV for the senior analytical member of staff designated work with NHS England must be provided. * Why your proposed team is well-placed to manage and deliver this service, including details of team roles and how the team will work together to achieve this. * Evidence of the relevant skills, knowledge, competencies and experience of the staff members proposed. * Which aspects of the service, if any, you will outsource, explaining why this is and why the identified sub-contractor can deliver the services in question appropriately. | 1 A4 side written response  Plus 1 A4 page per CV (max 4 CVs)  Plus 1 A4 page organogram | Attachment | 10% |
| 5 | Development | Describe how you will approach the proposed redevelopment areas for NCPES. Detail how this work will be completed within a set timeline, to high quality, and to meet NHS England and other stakeholder needs.  **1) Data collection**  Describe what methodology you propose piloting to meet the requirements. Include evidence and clear justification on why it is the optimal approach for this survey. Where relevant, evidence how this approach will:   * Maximise response rate * Encourage online completion * Minimise bias and improve representativeness * Provide value for money for NHS England   **2) Questionnaire and data collection materials**  Describe how you will ensure the questionnaire and other data collection materials are reliable, relevant to different audiences, and co-produced with stakeholders and patients. | 2 A4 sides written response  Plus 1 A4 page for diagrams if needed | Attachment | 10% |
| 6 | Meeting the strategic objectives | Please provide an overview of your approach to delivering this survey. Focus on the three strategic objectives (i) data quality, (ii) cost savings, and (iii) impact. Outline how you intend to meet these through innovation, continual improvement, and the proposed redevelopment.  The presentation should reference how you will manage this ambition alongside the day-to-day running of the survey. Detail the role you as a Supplier will take and the work you anticipate could be conducted with or alongside NHS England. | Presentation of max. 20 minutes  Those presenting must be part of the survey project team | Attachment | 10% |
| **Total** | | | |  | **60%** |

**Stage Two: Social Value Questions**

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|  | **Area covered** | **Question** | **Maximum length of response (Minimum font size 10)** | **Weighting** |
| 7 | Fighting climate change | Detail how, through the delivery of the contract, the carbon emissions of the Supplier organisation can be reduced. This should reference plans relating to digitisation of the methodology whilst minimising impact on response rate or representativeness. | 350 words | 5% |
| 8 | Tackling economic inequity | Detail how, through the delivery of the contract, you will commit to equality, diversity and inclusion activities to increase representation for marginalised groups.  In your response, detail how you will:   * Minimise non-response due to differing linguistic or sensory needs; * Ensure accessible formats, translations and support are signposted and provided to participants in an inclusive way, thereby driving the use of accessible formats; and, * Any other ways in which you feel inclusivity or accessibility of the survey could be improved to encourage response from underrepresented groups. | 1 A4 side written response  Plus 1 A4 page for diagrams if needed | 5% |
| **Total** | | | | **10%** |