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**United Kingdom-Leeds: Market and economic research; polling and statistics
2015/S 127-233811**

Contract award 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>

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

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 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) **Common procurement vocabulary (CPV)**

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

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

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

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

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

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(s) concerning the same contract**

Contract notice

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

Section V: Award of contract

Contract No: 14_02_14

V.1) **Date of contract award decision:**

4.6.2015

V.2) **Information about offers**

Number of offers received: 7

Number of offers received by electronic means: 7

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Picker Institute Europe

Buxton Court

OX2 OJB Oxford

UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Contract No: 14_02_14

V.1) **Date of contract award decision:**

4.6.2015

V.2) **Information about offers**

Number of offers received: 7

Number of offers received by electronic means: 7

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Quality Health Limited

Unit 1 Holmewood Business Park, Chesterfield Road, Derbyshire

S42 5US Holmewood

UNITED KINGDOM

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Section VI: Complementary information

VI.1) **Information about European Union funds**

The contract 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 appeal**

VI.3.1) **Body responsible for appeal procedures**

VI.3.2) **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.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

30.6.2015