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Planning

Tell us About Your Care Partnerships

Care Quality Commission

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-000192

Procurement identifier (OCID): ocids-h6vhtk-039515

Published 4 January 2023, 3:39pm

Section I: Contracting authority

I.1) Name and addresses

Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Contact

Commercial and Contracts Team

Email

commercialcontracts@cqc.org.uk

Telephone

+44 03000616161

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.cqc.org.uk/>

Buyer's address

<https://www.cqc.org.uk/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tell us About Your Care Partnerships

Reference number

CQC EP&S 023

II.1.2) Main CPV code

- 79315000 - Social research services

II.1.3) Type of contract

Services

II.1.4) Short description

The Care Quality Commission (CQC) is the independent regulatory of health and adult social care in England. CQC is responsible for monitoring and inspecting these services to ensure they are providing care that is safe, effective, caring and responsive to people's needs and well-led listening to acting on people's experiences of care is vital to CQC's work, as it helps us to decide when, where and what to inspect, supports better registration, inspection, judgements and ratings, and result in better information for the public. Since 2012 CQC has established a number of partnerships with national voluntary organisations, known as 'Tell us Partnerships' in order to increase our access to people's experiences of care via organisations that are already working with and hearing from people on an ongoing basis.

II.1.5) Estimated total value

Value excluding VAT: £250,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The direct supply of CQC Share Your Experience webforms on a continuous basis will provide qualitative information from members of the public about individual experiences of care at named health and social care services subject to regulation by CQC. The supplier must already hear from members of the public reporting experiences of care at named health and social care services across England as part of existing business functions. The supply should be existing rather than something that has to be stimulated. Ongoing supply of Share Your Experience webforms completed by the supplier on behalf of a member of the public Individual relevant experiences to be identified, summarised and converted into a supply of webforms by trained helpline staff of organisations already delivering a national helpline service to people who use health and care services and their loved ones and carers. Ongoing promotion of the Share Your Experience webform, of CQC, our role and purpose, and our narrative about why CQC needs information about people's experiences of care to prevent poor care happening to others, to those seeking helpline services. Project management of the partnership within the contractor's organisation, helpline delivery, helpline supervision, communications and promotion, quality assurance and evaluation.

II.3) Estimated date of publication of contract notice

20 February 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes