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Not applicable

Tell us About Your Care Partnerships

Care Quality Commission

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-000916

Procurement identifier (OCID): ocids-h6vhtk-039515

Published 12 January 2023, 10:16am

Section I: Contracting authority/entity

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

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

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

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-000192](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

II.1.2

Instead of

Main CPV code

- 79315000 - Social research services

Read

Main CPV code

- 79300000 - Market and economic research; polling and statistics

Section number

II.2.2

Read

Additional CPV code(s)

- 79310000 - Market research services
- 79320000 - Public-opinion polling services
- 79330000 - Statistical services
- 79340000 - Advertising and marketing services

Section number

II.2.4.1

Place of text to be modified

Description of procurement

Instead of

Text

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.

Read

Text

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.

Further information can be found at: <https://www.cqc.org.uk/get-involved/share-your-experience/tell-us-about-your-care-partnerships>

The contract will start from May 2023 for initial 12 months with 2 x 12 months optional extensions.

Due to the likely specialist nature of the requirements, CQC considers that this specific expertise is not widely available through current government procurement channels or frameworks, the procurement will follow the Open procedure as defined by the Public Contracts Regulations 2015 (Regulation 27).

Subject to approvals, the Invitation To Tender (ITT) will be published on the CQC's eSourcing Portal: <https://health-family.force.com/s/Welcome>

There is no requirement to register at this stage.

We intend to issue the opportunity late February 2023.

VII.2) Other additional information

This is not a call for competition.

This PIN is for information only and is being published on a strictly voluntary basis.

Potential suppliers will not be prejudiced by any response to this PIN and a response is not expected.

The purpose of this PIN is to alert potential suppliers of a possible opportunity that may be of interest and to inform the market of the upcoming opportunity and enable work planning.

CQC reserves the right to discontinue the process at any time and this PIN does not constitute a commitment by CQC to undertake any procurement process in relation to the requirements.

The CPV codes used in this PIN and the full range of services covered may change prior to commencement of the proposed procurement procedure.