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Not applicable

Experts by Experience Services

Care Quality Commission

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-004229

Procurement identifier (OCID): ocds-h6vhtk-04cceb

Published 7 February 2025, 3:51pm

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

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/>

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Experts by Experience Services

Reference number

CQC EPS 102

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Care Quality Commission (CQC) is the independent health and social care regulator in England that monitors, inspects and regulates health and social care services to ensure they meet fundamental standards of quality and safety. It ensures health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

We are starting to gather information to help shape the procurement of a contract to deliver our Experts by Experience programme for delivery from April 2026 onwards.

Experts by Experience are people who have personal experience of the services we regulate, either directly or as family carers.

The contract will recruit manage and train a pool of Experts by Experience and provide the necessary support to enable these Experts by Experience to work with CQC on its ongoing programme of assessments of health and care services. Experts by Experience also support other CQC activity such as the codesign of guidance and policy development.

During inspections, Experts by Experience speak with people using services and their family or organisations that support them. Their findings are used to support CQC inspectors' judgements on services and may be included in CQC inspection reports.

The contract will also build, manage and maintain a Public Engagement Network of community groups on CQCs behalf, providing CQC with intelligence and insight from:

- People from seldom-heard communities.
- People with protected characteristics.
- People made vulnerable by their circumstances.

The lotting structure of the contract will be determined as a result of the pre-market supplier engagement.

Further information is included in the Additional Information section VI.3.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-041528](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Section II: ObjectII.2.14) Additional information Contracts Finder early engagement notice <https://www.contractsfinder.service.gov.uk/Notice/a482669f-7bb7-4238-b7a0-324c564741a7> updated with the following attachments:-Preliminary Market Engagement Presentation Slides-Market Engagement Clarification Log containing questions and answers gathered from supplier events-Experts by Experience feedback form <https://customervoice.microsoft.com/Pages/ResponsePage.aspx?id=uMpdpWbO6kWrP2W8Kwe1OzsThXEIlPtOqJRcUKZU0LZUOVVGMzhKNjRONjQyTTJJRkRNUTdBS0dSNy4u> To ensure your feedback is considered please complete and submit this form by 4 PM on Friday, 14 February 2025. Please note: The Experts by Experience feedback form is not an invitation to tender or a request for formal expressions of interest. This request for information is issued solely for preliminary market research to help shape any potential procurement process. Section II: ObjectII.3) Estimated date of publication of contract notice Instead of Date10 February 2025 Read Date21 February 2025