

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005704-2023>

Tender

Tell us about Your Care Partnerships

Care Quality Commission

F02: Contract notice

Notice identifier: 2023/S 000-005704

Procurement identifier (OCID): ocds-h6vhtk-03ac83

Published 27 February 2023, 3:15pm

Section I: Contracting authority

I.1) Name and addresses

Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Contact

Commercial & Contracts Team

Email

commercialcontracts@cqc.org.uk

Telephone

+44 3000616161

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

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to 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

- 79300000 - Market and economic research; polling and statistics

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.2.2) Additional CPV code(s)

- 79320000 - Public-opinion polling services
- 79330000 - Statistical services
- 79315000 - Social research services
- 79340000 - Advertising and marketing services
- 79311000 - Survey services
- 79310000 - Market research services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

CQC Reference CQC EP&S 023 - 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 01st 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).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £250,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

1 May 2023

End date

30 April 2026

This contract is subject to renewal

Yes

Description of renewals

Initial term is 12 month, with option to extend for up to a further 24 months at 12 month intervals (1+1+1) for a total contract term of 36 months including optional extensions

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

29 March 2023

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

29 March 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Next procurement procedure due to commence 2025

VI.3) Additional information

The full specification of requirements is set out in the 'Invitation to Tender' pack available at CQC's e-sourcing portal Atamis:

To express interest and participate in the tender, please register and apply via Atamis e-sourcing portal:

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

All questions or clarifications in relation to this procurement must be submitted via Atamis sourcing portal and will not be accepted by any other means.

Should Tenderers have any queries, or are having problems using the portal, they should contact the Helpdesk at:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

VI.4) Procedures for review

VI.4.1) Review body

High Court (Technology and Construction Court)

Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

Internet address

<https://www.gov.uk/courts-tribunals/technology-and-construction-court>