

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006178-2022>

Planning

NHS Patient Survey Programme - Approved Contractor Framework

Care Quality Commission

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-006178

Procurement identifier (OCID): ocds-h6vhtk-031ebb

Published 7 March 2022, 3:03pm

Section I: Contracting authority

I.1) Name and addresses

Care Quality Commission

2 Redman Place, Stratford

London

E20 1JQ

Contact

Anthony Hutchinson

Email

commercialcontracts@cqc.org.uk

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

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

Buyer's address

<http://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

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

NHS Patient Survey Programme - Approved Contractor Framework

Reference number

CQC I&D 038

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 regulator of health and social care in England. Our purpose is to make sure health and social care services provide people with safe, effective, compassionate, high quality care and to encourage care services to improve. To deliver this we assess and regulate services to make sure they meet fundamental standards of quality and safety, and we publish what we find, including performance ratings, to help people make care choices.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)

- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

CQC is seeking to appoint a number of Contractors to form an Approved Contractor Framework, and to work with and provide a range of survey-related services to commissioners when contracted to do so. In the future it is possible Approved Contractors would be invited to supply other research related activities alongside this work, were activities to be developed.

Approved contractors work, on contract, directly with providers of services registered with CQC and on occasion, with the Coordination Centre or CQC directly. The purpose of Approved Contractors is to:

1. Ensure that providers are able to undertake national surveys by providing the required skills and expertise to draw samples, distribute and collect questionnaires using a variety of survey administration modes (currently paper and online and incorporating SMS reminders) as per standardised schedules, guidance and in line with national approvals
2. Process collected data to allow own analysis of results on behalf of providers and to submit timely and accurate data to the Coordination Centre at required intervals to permit centralised analysis
3. Ensure potential safeguarding issues are escalated to the appropriate authorities
4. Ensure that CQC are able to pilot approaches to improving surveys, and undertake other specific work as required over the life of the Framework
5. Work in partnership with CQC and the Co-ordination Centre to seek to continually improve the NHS Patient Survey Programme.

II.2.14) Additional information

As this is a framework agreement, CQC does not guarantee any work through this

framework and requirements may be called-off as and when required.

The Further Competition will be conducted via the Authority's e-Sourcing portal hosted by Atamis.

If you are interested in bidding for this opportunity, please complete your Atamis registration by following this link: <https://health-family.force.com/s/Welcome>

Should you have any queries regarding how to register your organisation on Atamis e-Sourcing portal, or cannot locate your unique reference supplier number, please contact Atamis Support Desk via support-health@atamis.co.uk or via phone 0800 9956035 (Monday to Friday 8am to 5pm).

This notice does not constitute a commitment by CQC to undertake a procurement exercise and may not reflect any information which may ultimately be presented in any potential future tendering exercise.

II.3) Estimated date of publication of contract notice

29 April 2022

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