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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): ocids-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](mailto: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

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## **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](mailto: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

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## **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