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Tender

## **Experts by Experience**

Care Quality Commission

F02: Contract notice

Notice identifier: 2025/S 000-006977

Procurement identifier (OCID): ocds-h6vhtk-04e748

Published 21 February 2025, 4:11pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

### **Contact**

Commercial and Contracts Team

### **Email**

[commericalcontracts@cqc.org.uk](mailto:commericalcontracts@cqc.org.uk)

### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**NHS Organisation Data Service**

8HN02

**Internet address(es)**

Main 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 to the above-mentioned address

**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**

Experts by Experience

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 regulator of health and social care in England. We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. We monitor, inspect and regulate services and publish what we find. Where we find poor care, we will use our powers to take action.

CQC has a legal duty under the Health and Social Care Act to involve people in the way it works. The Health and Social Care Act 2008, specifies that CQC can 'arrange for any of its functions to be exercised by, or with the assistance of, service users and carers'.

The Experts by Experience contracts are key mechanisms used by CQC to achieve this.

Lot 1 CQC Experts by Experience Services: this lot is for support to regulatory activity conducted by subject matter experts with lived experience of specific healthcare or social care needs.

Lot 2 CQC Public Engagement Network: this lot is for developing and maintaining and expanding the public engagement network and organising related events.

CQC is conducting this procurement using the Restricted Procedure under the Public Contracts Regulations 2015. This is a two-stage process. Suppliers must submit a completed Supplier Selection Questionnaire (SQ) and supporting documents by 3 April 2025 at 12:00 noon.

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

CQC Experts by Experience Services

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 79400000 - Business and management consultancy and related services
- 79620000 - Supply services of personnel including temporary staff
- 85000000 - Health and social work services

### **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**

The provision of trained members of the public, known as Experts by Experience (ExEs), to

support our assessments of regulated health and care services and our understanding of the quality of care across regulated services in England.

The CQC Experts by Experience Services support the delivery of a programme of work referred to as the CQC Experts by Experience (ExE) programme. The ExE programme is founded on the fundamental principle of helping people who use services to make their voices, views and experiences heard. The programme delivers evidence and insight to CQC through regulatory and engagement activities.

Experts by Experience have current or recent (within the past 8 years, or within 4 years for maternity services) lived experience of using, or being a family carer for someone who uses, the services we regulate. Experts by Experience help us gather the evidence that we use to make judgements about the quality of care.

People often find it easier to speak to someone who has a similar lived experience to themselves. Experts by Experience gather evidence by having meaningful conversations with people using services, as well as friends and families. They will also make and record other observations while taking part in our assessments of services.

Experts by Experience Services also support other CQC activities such as policy and guidance development, co design and co production and consultations.

The Contractor will need to provide Experts by Experience support in three key areas:

- inspection - support to site visits and telephone calls,
- monitor and insight - support gathering local and national information from the public. This will include special reviews and investigations as well as work raising public awareness of CQC,
- co-production - support to policy and guidance development and delivery of CQC staff training.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £8,333,333.33

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

## **system**

Duration in months

36

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.14) Additional information**

Further details of the Deliverables for Lot 1 are detailed in the procurement documents.

## **II.2) Description**

### **II.2.1) Title**

CQC Public Engagement Network

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79400000 - Business and management consultancy and related services
- 79620000 - Supply services of personnel including temporary staff
- 85000000 - Health and social work services

### **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**

Provision of CQC Public Engagement Network (PEN) to develop, maintain and deliver engagement services with people from seldom heard communities, people with protected characteristics, and people made vulnerable by their circumstances.

The CQC Public Engagement Network is a managed network of community groups across England made up of local and national groups, including charities and other organisations who represent and support people from a diverse range of communities, people at risk of facing health inequalities, and people with protected characteristics.

The purpose of the CQC Public Engagement Network is:

- to develop a programme of community engagement across England and to become an important mechanism in helping CQC ensure that local health and care services meet the needs and preferences of the communities they serve.
- to gather and understand experiences of care from those most likely to experience poorer health and care outcomes and to amplify the voices of people and communities across the health and care landscape.
- to increase the volume and range of feedback CQC receives from specific targeted groups across England.
- to provide CQC with opportunities to hear from, and engage with, groups and the individuals they represent, on both a local and national scale.

The CQC Public Engagement Network contributes to our assessments and the design and ongoing development of the way we regulate, providing insight and intelligence about experiences of care, from:

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

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £1,666,666.67

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

Duration in months

36

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

### **II.2.14) Additional information**

Further details of the Deliverables for Lot 2 are detailed in the procurement documents.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Conditions for participation as stated in the Standard Selection Questionnaire (SQ)

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted 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

3 April 2025

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

6 May 2025

#### **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: 12 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.3) Additional information**

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

Phone: 0800 098 8201

Previous publication concerning this procedure:

FTS Notice number: 2024/S 000-041528

### **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