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Tender

Experts by Experience

Care Quality Commission

F02: Contract notice

Notice identifier: 2025/S 000-006977

Procurement identifier (OCID): ocids-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

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

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.

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

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)

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