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Contract

Tell us about Your Care Partnerships

Care Quality Commission

F03: Contract award notice

Notice identifier: 2023/S 000-018131

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

Published 26 June 2023, 3:16pm

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

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.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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £93,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79320000 - Public-opinion polling services
- 79330000 - Statistical services
- 79340000 - Advertising and marketing services
- 79315000 - Social research services
- 79310000 - Market research services
- 79311000 - Survey 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 is awarded for an initial period of 12 months with an option to extend for up to 24 months.

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.2.11) Information about options

Options: Yes

Description of options

Option to extend for up to a further 24 months for a total contract term of 36 months including optional extension.

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 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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-005704](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 May 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from non-EU Member States: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Carers UK

20 Great Dover Street

London

SE1 4LX

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00864097

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £93,000

Total value of the contract/lot: £40,500

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 May 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from non-EU Member States: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Patients Association

P Block Northwick Park Hospital, Watford Road

Harrow

HA1 3UJ

Country

United Kingdom

NUTS code

- UKI74 - Harrow and Hillingdon

National registration number

02620761

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £93,000

Total value of the contract/lot: £52,500

Section VI. Complementary information

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>