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Planning

Experts by Experience Services

Care Quality Commission

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-041528

Procurement identifier (OCID): ocids-h6vhtk-04cceb

Published 24 December 2024, 12:47pm

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

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.3) Communication

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

Experts by Experience Services

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 health and social care regulator in England that monitors, inspects and regulates health and social care services to ensure they meet fundamental standards of quality and safety. It ensures health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

We are starting to gather information to help shape the procurement of a contract to deliver our Experts by Experience programme for delivery from April 2026 onwards.

Experts by Experience are people who have personal experience of the services we regulate, either directly or as family carers.

The contract will recruit manage and train a pool of Experts by Experience and provide the necessary support to enable these Experts by Experience to work with CQC on its ongoing programme of assessments of health and care services. Experts by Experience also support other CQC activity such as the codesign of guidance and policy development.

During inspections, Experts by Experience speak with people using services and their family or organisations that support them. Their findings are used to support CQC inspectors' judgements on services and may be included in CQC inspection reports.

The contract will also build, manage and maintain a Public Engagement Network of community groups on CQCs behalf, providing CQC with intelligence and insight from:

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

The lotting structure of the contract will be determined as a result of the pre-market supplier engagement.

Further information is included in the Additional Information section VI.3.

II.1.5) Estimated total value

Value excluding VAT: £10,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

It is envisaged the contract will run from April 2026 to March 2029 and will have an approximate value of £10m Exc. VAT over the full contract term.

II.2.14) Additional information

This Prior Information Notice is to signal an intention to commence pre-market supplier engagement.

CQC invites suggestions and feedback on the design of the Experts by Experience contract ref: CQC EPS 102

CQC intends to hold virtual pre-market supplier engagement events in January 2025 with industry experts and suppliers interested in potentially bidding for the resulting contract on the following dates:

- Thursday 16 January 2025, 13:30-15:00 (UK local time)
- Wednesday 22 January 2025, 13:30-15:00 (UK local time)
- Friday 24 January 2025, 13:30-15:00 (UK local time)

If you would like to be involved, please express your interest in one of the above supplier engagement events by emailing commercialcontracts@cqc.org.uk with the subject line 'CQC EPS 102 Supplier Engagement' no later than 4pm (UK local time) on Tuesday 14 January 2025 and further details will be provided to you.

Your email must clearly state:

-Your Organisation Name

-Full Name, Job Title and Email contact details for the individual(s) who will be

participating in supplier engagement (maximum of two per organisation)

-Your organisation website link

The content of the pre-market supplier engagement events will not change, please limit your registration to one session only.

Please note this is not a call to competition and does not constitute the commencement of the procurement process.

Please note that CQC will use an e-Sourcing portal hosted by Atamis for this competition: <https://health-family.force.com/s/Welcome> and we would encourage all interested suppliers to complete their registration in advance of the procurement being launched in Feb 2025.

Should you have any queries regarding how to register your Organisation on Atamis e-Sourcing portal, please contact Atamis helpdesk at:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

Helpdesk Operational Hours 08:00-18:00 Monday - Friday (Excluding Public Holiday)

The value in II.1.5 Estimated total value:
is an indicative value over 36 months.

The date in II.3 Estimated date of publication of contract notice:
is the estimated date of publication, please monitor Find A Tender Service and Contracts Finder for the publication of the contract notice.

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

10 February 2025

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

