

**United Kingdom-London: Survey services**  
**OJ S 112/2019 13/06/2019**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Care Quality Commission

Postal address: 151 Buckingham Palace Road

Town: London

NUTS code: UK United Kingdom

Postal code: SW1W 9SZ

Country: United Kingdom

Contact person: CQC Commercial and Contracts Team

E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)

**Internet address(es):**

Main address: <http://www.cqc.org.uk>

Address of the buyer profile: <http://www.cqc.org.uk>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://cqc-commercial.bravosolution.co.uk>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://cqc-commercial.bravo.co.uk/>

Tenders or requests to participate must be submitted to the abovementioned 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://cqc-commercial.bravosolution.co.uk/>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: Regulatory Body

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

CQC Staff Survey — Employee Voice Surveys

Reference number: CQC PSO 184

**II.1.2. Main CPV code**

79311000 Survey services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

The Care Quality Commission ('CQC') is seeking to appoint a suitable qualified supplier with expertise in design and delivery of staff surveys. CQC is looking for a supplier who can:

- support a shift to more regular, shorter surveys that will provide us with more frequent, real-time data and shift to a feedback culture,
- provide an innovative feedback platform(s),
- provide analysis tools that deliver real insight,
- share latest thinking in employee engagement initiatives,
- help CQC create a culture of taking action.

### **II.1.5. Estimated total value**

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

This contract is divided into lots: no

## **II.2. Description**

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

79311000 Survey services, 79311100 Survey design services, 79311200 Survey conduction services, 79311300 Survey analysis services

### **II.2.3. Place of performance**

NUTS code: UK United Kingdom

### **II.2.4. Description of the procurement**

CQC's aspiration is to be a high-performing organisation and an employer of choice. Measuring employee opinion and engaging colleagues in dialogue about CQC and how we can improve is an important element in achieving this. whilst we have established processes in place, we are looking to review and refresh our approach to asking for feedback from colleagues. We are seeking a supplier who can provide innovative ways of harvesting more frequent, perhaps continuous, feedback, measure engagement and drive follow up activity.

### **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: 220 000,00 GBP

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

36 month initial duration with option to extend for a single extension of 12 months thereby giving a total duration of up to 48 months.

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

Variants will be accepted: no

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

Options: no

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

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

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

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

#### **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**

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

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

Open procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 069-162392](#)

#### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/07/2019 Local time: 12:00

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

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

#### **IV.2.7. Conditions for opening of tenders**

Date: 15/07/2019 Local time: 12:00

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

The Contracting Authority considers that this contract may be suitable for economic operators that are small or medium enterprises ('SMEs'). However, any selection of economic operators will be based solely on the criteria set out for the procurement, and the contract will be awarded to the most economically advantageous tender.

The Contracting Authority has made the decision not to divide this contract into lots, because in the Contracting Authority's reasonable opinion it would not be financially viable for the authority to subdivide provision of the service.

The Contracting Authority reserves the right not to award a contract and to abandon the procurement process at any stage.

The procurement documentation can be found at: <https://cqc-commercial.bravosolution.co.uk>

Potential suppliers wishing to express an interest (EOI) in participating will be required to register on the Bravo system by following the below instructions.

How to express interest:

1) Register your company on the eSourcing portal (this is only required once):

— browse to the eSourcing Portal: <https://cqc-commercial.bravosolution.co.uk> and click the link to register Bravo Project reference = Project\_281

— accept the terms and conditions and click 'continue',

— enter your correct business and user details,

— note the username you chose and click 'Save' when complete,

— you will shortly receive an email with your unique password (please keep this secure).

2) Express an interest in the tender:

— login to the portal with the username/password,

— click the 'ITTs Open To All Suppliers' link (this area in bravo contains the Invitation to Tender (ITT) open to any registered supplier),

— click on the relevant 'ITT' to access the content,

— click the 'Express Interest' button at the top of the page,

— this will move the 'ITT' into your 'My ITT' page (this is a secure area reserved for your projects only),

— you can now access any attachments by clicking 'Buyer Attachments' in the 'ITT Details',

— click 'My Response' under 'ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining),

— you can now use the 'Messages' function to communicate with the buyer and seek any clarification,

— note the deadline for completion, then follow the onscreen instructions to complete your ITT submission.

You must then submit your reply using the 'Submit Response' button at the top of the page.

If you require any further assistance please consult the online help, or contact the

BravoSolution dedicated supplier support, available from the Bravo Help desk:

Phone: 08003684850 (Monday to Friday 9:00 a.m. to 6:00 p.m.).

Email: [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk)

Please quote the Bravo Project number Project 281 for all helpdesk enquiries.

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Care Quality Commission

Postal address: 151 Buckingham Palace Road

Town: London

Postal code: SW1W 9SZ

Country: United Kingdom

E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)

Internet address: <http://www.cqc.org.uk>

**VI.4.2. Body responsible for mediation procedures**

Official name: Care Quality Commission

Postal address: 151 Buckingham Palace Road

Town: London

Postal code: SW1W 9SZ

Country: United Kingdom

E-mail: [commercialcontracts@cqc.org.uk](mailto:commercialcontracts@cqc.org.uk)

Internet address: <http://www.cqc.org.uk>

**VI.5. Date of dispatch of this notice**

10/06/2019