

United Kingdom-London: Business and management consultancy and related services

OJ S 125/2018 03/07/2018

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

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: Commercial and Contracts Team
E-mail: 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.bravosolution.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

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Quality Improvement Programme
Reference number: CQC PSO 129

II.1.2. Main CPV code

79400000 Business and management consultancy and related services

II.1.3. Type of contract

Services

II.1.4. Short description

The Care Quality Commission ('CQC') is seeking to appoint a suitably qualified provider with expertise in quality improvement to help support and implement a sustainable programme of quality improvement across the whole organisation and to support a growing portfolio of quality improvement project work packages on a call-off arrangement as outlined.

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)

79400000 Business and management consultancy and related services, 79410000 Business and management consultancy services, 79411100 Business development consultancy services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

CQC's strategic ambition from 2016 to 2021 is to develop a more targeted, responsive and collaborative model of regulation so more people receive high quality care. The aim of the Quality Improvement Programme will be to facilitate a fundamental change in the culture of CQC to one where improving the quality of care provided is at the heart of all we do and will be central to the CQC's long term strategy.

We are looking to appoint a suitably qualified provider for up to 3 years to help us build competent QI practitioners and leaders and support a growing portfolio of improvement projects where the shift to a quality improvement culture becomes embedded and irreversible.

The appointed provider will be expected to tailor their recognised methodology in an appropriate way to CQC's operating model and distributed workforce structure and to build sustainable capacity and capability for continuous quality improvement across the whole organisation with a critical requirement to develop and deliver a sustainable programme of quality improvement work that can be taken forward by the Quality Improvement team.

The Quality Improvement Programme is expected to focus on following elements: Core capability-building programme:

—skills for Staff and Leaders Programme: a core capability-building programme to develop the improvement skills of staff and leaders at all levels, anchored in working on real life problems and driving improvements,

—skills for Senior Leaders Programme: providing mentoring for senior leaders as they engage with the main capability-building programme,

—priority improvement projects.

The priority improvement projects to be arranged by call-off arrangement to support a number of targeted organisation-wide priority improvements that are also designed to build capability and may also include additional services designed to build capability that may be required and will be directly linked to CQC's quality improvement. This will include but not limited to Operational and Support Process Improvement, Digital Transformation and Provider Interface.

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: 1 000 000,00 GBP

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

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

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

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

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:

In accordance with: (i) Article 57 to 60 of Directive 2014/24/EU of the European Parliament and of the European Council; and (ii) Regulations 57 to 60 of the public Contracts 2015 (SI 2015/102) (the 'Regulations'), which require or permit the contracting authority not to select or to treat as ineligible, economic operators, the contracting authority reserves the right to exclude any economic operator from participating in the SQ whom they deem to not satisfy any of the minimum selection criteria as stated in the procurement documents

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

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted 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: [2017/S 214-444796](#)

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

Date: 07/08/2018 Local time: 12:00

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

Date: 03/09/2018

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)

Section VI: Complementary information

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 a 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 sub-divide 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_182

— 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 “PQQs / RFIs Open To All Suppliers” link (This area in Bravo contains Selection Questionnaires (SQ) or Requests for Information (RFI) open to any registered supplier),
- click on the relevant “PQQs / RFIs” to access the content,
- click the “Express Interest” button at the top of the page,
- this will move the “PQQs / RFIs” into your “My “PQQs / RFIs” page (This is a secure area reserved for your projects only),
- you can now access any attachments by clicking “Buyer Attachments” in the “PQQs / RFIs” Details”,
- click “My Response” under “PQQs / RFIs 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 the Selection Questionnaire (SQ).

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: 0800 368 4850 (Monday to Friday 9:00 am to 6:00 pm).
E-mail: help@bravosolution.co.uk
Please quote the Bravo Project number Project 182 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
Internet address: <http://www.cqc.org.uk>

VI.5. Date of dispatch of this notice

29/06/2018