**PRELIMINARY MARKET ENGAGEMENT CLARIFICATIONS LOG – CQC EPS 102**

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| **Q No.** | **Event/Date**  | **Clarification Question** | **Response** |
| 1 | Event 1:16/01/2025 | Will the market engagement call [CQC EPS 102 Market Engagement presentation slides] be shared after the event? | Yes, the presentation slides will be shared via Contracts Finder early engagement notice along with the clarifications log after all engagement events. |
| 2 | Event 1:16/01/2025 | Will the content and information provided be the same for each market engagement event? | Yes, the content will be the same for each event. **Please also see response to clarification Q1** |
| 3 | Event 1:16/01/2025 | [On the CQC EPS 102 Market Engagement presentation slides showing contract performance] Are the graphs of use of experts measuring volume of days or unique individuals? | **The graphs measure the volume of "events" where an** Experts by Experience (ExE) **is used.** An event represents a single instance of ExE use. For example, if two individual ExEs support an inspection of a residential care home, this counts as two events. A detailed breakdown of what constitutes an "event" will be provided in the procurement documents. |
| 4 | Event 1:16/01/2025 | [What is] the commercial envelope values? | **The commercial envelope is up to 12 million pounds (inc. VAT) over the three-year contract term.** Approximately 80% of the budget is allocated to Services A and 20% to Services B. Further details will be provided in the procurement documents. |
| 5 | Event 1:16/01/2025 | Are you thinking about a single contract [with one supplier] or are you looking to split into lots? | **We have not yet decided on whether to use a single contract or split into lots.** Feedback from the preliminary market events and online feedback survey will inform this decision. Organisations are encouraged to share their views using the Experts by Experience feedback survey form: [Experts by Experience feedback form](https://customervoice.microsoft.com/Pages/ResponsePage.aspx?id=uMpdpWbO6kWrP2W8Kwe10zsThXEIlPtOgJRcUKZU0LZUOVVGMzhKNjRONjQyTTJJRkRNUTdBS0dSNy4u)*[[1]](#footnote-2)* |
| 6 | Event 1:16/01/2025 | Can you bid for just one of the services? | **See response to clarification Q5** |
| 7 | Event 2:22/01/2025 | Are you anticipating that you will identify one provider that can deliver across both services at A and B or is it possible that it’s also a split between services A and B and two different providers  | **See response to clarification Q5** |
| 8 | Event 2:22/01/2025 | [Could you tell us a bit more about] … the training that the experts by experience are expected to receive | Training for **Expert by Experience (ExE)** will be developed in collaboration with the Contractor and CQC. While we provide standard training materials, additional support, including pre- and post-inspection briefings, may also be required. Further details will be outlined in the procurement documents. |
| 9 | Event 2:22/01/2025 | Is there a typical average [number of] hours per month [and] per year that an expert by experience usually does because you said sometimes they might not work for several months?  | **The amount of work for an Expert by Experience (ExE) varies based on demand.** Typically, an ExE will not undertake more than four activities in a single month, though some experience types are requested less frequently. The Contractor will be responsible for fulfilling CQC’s ExE requests, adjusting the workforce to meet CQCs requirements, and ensuring fair distribution of work. Further details on expected activity volumes across different services will be provided in the procurement documents. |
| 10 | Event 2:22/01/2025 | You mentioned ‘co-production’. I would be interested to know the kind of areas that co-production can involve [on the activities experts by experience do] … and the input that they have and if there’s broader scope for things like that? | **Co-production activities for Experts by Experience (ExE) include document reviews, policy and guidance development, and participation in workshops, surveys, conferences, and collaboration days.** ExE also contribute to staff training, recruitment, and co-deliver speeches with senior leaders. ExE are matched to activities based on their relevant experience, such as guiding the development of assessments for Mental Health services. Further details of co-production activities will be provided in the procurement documents. |
| 11 | Event 2:22/01/2025 | Do you have any turnover information of [Experts by Experience]?  | No, we do not have turnover information for **Experts by Experience (ExE)** available. |
| 12 | Event 2:22/01/2025 | Will you share current pay rates for Experts by Experience? | This information will be included in the Employee Liability Information (ELI) within the procurement documents. |
| 13 | Event 2:22/01/2025 | Why so long between submission and award? | **The time between submission and award allows for a longer period for tendering and evaluation.** While we may be able to award the contract sooner than December 2025, the contract start date is likely to remain as 1st April 2026. |
| 14 | Event 3:28/01/2025 | You mention [in the CQC EPS 102 Market Engagement presentation slides] Co production Co design. [Do you have] any examples of the types of things that have been co-produced?  | **See response to clarification Q10**  |
| 15 | Event 3:28/01/2025 | Do CQC pay the expert or is it for the contractor to pay the expert? | **Experts by Experience (ExE) are employed, paid, and supported by the contractor.** The contractor submits a monthly activity claim to CQC and invoices once the claim is approved.Further details on pay will be provided in the procurement documents.  |
| 16 | Event 3:28/01/2025 | How many [experts] do we currently have working as part of the current contract and what percentage of your experts are young people? | **Currently, there are approximately 310 Experts by Experience (ExE) employed as part of the current contract.****Children and young people are not often requested to take part in our assessments, so their numbers are low.** However, CQC aims to increase its work with children and young people, particularly in co-production and co-design related to the regulation of relevant services. **Please also see response to clarification Q12** |
| 17 | Event 3:28/01/2025 | How many experts by experience do you normally have on each contract? For example, if you are inspecting an acute hospital, how many experts by experience do you have? [And] if you inspecting a care home how many experts by experience? | **Typically, 1 Expert by Experience (ExE) is requested for each contract.** However, for larger care homes (e.g., 50 beds or more), 2 or more ExEs may be required. Similarly, an inspection of a Mental Health Hospital may require 2 or more ExEs. |
| 18 | Event 3:28/01/2025 | Is there an expectation the successful provider, beyond the initial training, is responsible for ongoing development of the expert by experience over the three years? […] Is that part of the contract as well? | The Contractor shall be responsible for ensuring **Expert by Experience (ExE)** have adequate training to successfully carry out their role.We welcome innovative approaches to help retain ExE resources and enhance the overall social value of the contract by supporting their development throughout the contract's duration.**Please also see response to clarification Q10** |
| 19 | Event 3:28/01/2025 | Is there flexibility for training ExE to undertake Engagement activities on CQCs behalf, beyond their current remit of supporting inspections of services?  | **We are exploring opportunities for Expert by Experience (ExE) to undertake additional engagement activities on CQC’s behalf,** in between inspections, for example whether ExE could act as ambassadors for CQC, engaging with their local community to support CQC’s ongoing assessment of care quality, particularly in understanding the experiences of people and communities at greater risk of receiving poor care. |
| 20 | Event 3:28/01/2025 | Have you decided whether it will be one contractor? | **See response to clarification Q5** |
| 21 | Event 3:28/01/2025 | If there is multiple contractors, will smaller organisations such as Disabled people’s user led organisations (DPULOs) be able to take smaller lot dependent on area? | **While we recognise the benefits of regional and specialist suppliers, we must also balance this with managing these services.** We welcome feedback on the contract structure and encourage sharing your views using the Experts by Experience feedback survey form. **Please refer to response to clarification Q5** |

1. <https://customervoice.microsoft.com/Pages/ResponsePage.aspx?id=uMpdpWbO6kWrP2W8Kwe10zsThXEIlPtOgJRcUKZU0LZUOVVGMzhKNjRONjQyTTJJRkRNUTdBS0dSNy4u> [↑](#footnote-ref-2)