



Contract Variation

**CQC Online Public Community Recruitment
CQC AM 106**

CONTRACT CHANGE NOTE: 001	
Title of Change: CQC Online Public Community Recruitment - Further Tasks and increase in incentive payments.	
Effective Date:	6th January 2017
Date of expiry of validity of CCN:	16 May 2017
Reasons for Change: The Engagement Team are running consultations during December, January and February which require feedback from an online community. As a result of these consultations CQC require 7 further tasks. This additional work will run from 6 th January 2017 to 16 th May 2017. The current contract ends 5th January 2017 but has provision to extend. CQC are out to Market for this service at present however the new supplier will not be in place to provide this work. It is therefore necessary to extend for continuity and have no break in service which would be detrimental to the consultations. In addition to the above there is a need to increase the value of the current contract by [REDACTED] (ex VAT) to cover additional costs for the incentive payments. Originally a provision of [REDACTED] was included in original PO 275019885 for incentive payments, however the final invoice has been received total cost of incentive payments are [REDACTED] which there is a variance on the contract value of [REDACTED]	
Impact of Change: (Including charges, payment profile, Terms of Contract, Operational impact) The impact of change does not affect the original Terms & Conditions as these will still apply to the extension the only change is an increase in cost and the contract end date is now 16 May 2017.	

Charges:

The total increase of the contract value is £11,715.00 inc Vat for the additional requirements plus [REDACTED] inc VAT for additional incentive payments TOTAL £12,543.00. The breakdown below highlights the costs.

7 tasks would therefore be:

Project costs	£	[REDACTED]
Costs	£	[REDACTED]
TOTAL	£	[REDACTED]
Total including VAT	£	[REDACTED]
Incentive Payment	£	[REDACTED]
Overall Total	£	12,543.00

The overall total contract value including the extension is now £35,452.50 ex VAT.

Overall total contract value including the extension is now £42,543.00 inc VAT.

See Annexe 1 for timeline :

Care Quality Commission (CQC) - AUTHORITY Signatory	Name: [REDACTED] Title: Director (Engagement) Signed: [REDACTED] Date: [REDACTED]
Accent Marketing & Research Ltd- CONTRACTOR Signatory	Name: [REDACTED] Title: Director Signed: . [REDACTED] Date: [REDACTED]

**Public Online Community Recruitment (2017):
Care Quality Commission (2966)**

Project Timetable – Wave 4

The timetable below is based on a standard timetable for each task (see Table 2).

Tasks for CQC are highlighted in bold. The timetable is colour coded by task number.

Table 1: Wave 4 Timetable

Date (2017)	Task no.	Study element	Responsibility	CQC responsibility
Tues 10 th – Sun 22 nd January	W4	Recruitment fieldwork	Accent	
Mon 23 rd January	W4	Database delivered to CQC	Accent	
Mon 23 rd January	W4	Participants' details loaded by CQC	CQC	Isabel/ Laura
Tues 24 th January	W4	Participants' logins and passwords checked by Accent	Accent	
Fri 20 th /Mon 23 rd (by 10am) January	1	Text for task 1 to Accent	CQC	Isabel
Tues 24 th January	1	Task 1 email sent	Accent	
Fri 27 th January	1	Completes sent to Accent	CQC	Isabel
Fri 27 th January	1	1 st reminder email sent to non-completes	Accent	
Thurs 2 nd Feb	1	Completes sent to Accent	CQC	Isabel
Thurs 2 nd February	1	2 nd reminder email sent to non-completes	Accent	
Fri 3 rd /Mon 6 th (by 10am) February	2	Text for task 2 to Accent	CQC	Laura
Mon 6 th February	1	Completes sent to Accent	CQC	Isabel
Mon 6 th February	1	3 rd (final) reminder sent to non-completes	Accent	
Tues 7 th February	2	Task 2 email sent	Accent	
Tues 7 th Feb (eve)	1	Task 1 closed	CQC	Isabel
Weds 8 th February	1	Final completes sent to Accent	CQC	Isabel
Fri 10 th February	2	Completes sent to Accent	CQC	Laura
Fri 10 th February	2	1st reminder email sent to non-completes	Accent	
Thurs 16 th February	2	Completes sent to Accent	CQC	Laura
Thurs 16 th February	2	2nd reminder email sent to non-completes.	Accent	
Fri 17 th /Mon 20 th (by 10am) February	3	Text for task 3 to Accent	CQC	Isabel
Mon 20 th February	2	Completes sent to Accent	CQC	Laura

Mon 20 th February	2	3 rd (final) reminder email sent to non-completes.	Accent	
Tues 21 st February	3	Task 3 email sent	Accent	
Tues 21 st Feb (eve)	2	Task 2 closed	CQC	Laura
Weds 22 nd February	2	Final completes sent to Accent	CQC	Laura
Weds 22 nd – Fri 24 th February	2	Management of tasks 1 and 2 incentives	Accent	
Fri 24 th February	3	Completes sent to Accent	CQC	Isabel
Fri 24 th February	3	1st reminder email sent to non-completes	Accent	
Thurs 2 nd March	3	Completes sent to Accent	CQC	Isabel
Thurs 2 nd March	3	2 nd reminder email sent to non-completes	Accent	
Fri 3 rd /Mon 6 th (by 10am) March	4	Text for task 4 to Accent	CQC	Laura
Mon 6 th March	3	Completes sent to Accent	CQC	Isabel
Mon 6 th March	3	3 rd (final) reminder email sent to non-completes	Accent	
Tues 7 th March	4	Task 4 email sent	Accent	
Tues 7 th March (eve)	3	Task 3 closed	CQC	Isabel
Weds 8 th March	3	Final completes sent to Accent	CQC	Isabel
Weds 8 th – Fri 10 th Mar	3	Management of task 3 incentives	Accent	
Fri 10 th March	4	Completes sent to Accent	CQC	Laura
Fri 10 th March	4	1st reminder email sent to non-completes	Accent	
Thurs 16 th March	4	Completes sent to Accent	CQC	Laura
Thurs 16 th March	4	2 nd reminder email sent to non-completes	Accent	
Fri 17 th /Mon 20 th (by 10am) March	5	Text for task 5 to Accent	CQC	Isabel
Mon 20 th March	4	Completes sent to Accent	CQC	Laura
Mon 20 th March	4	3 rd (final) reminder email sent to non-completes	Accent	
Tues 21 st March	5	Task 5 email sent	Accent	
Tues 21 st March (eve)	4	Task 4 closed	CQC	Laura
Weds 22 nd March	4	Final completes sent to Accent	CQC	Laura
Weds 22 nd – Fri 24 th Mar	4	Management of task 4 incentives	Accent	
Fri 24 th March	5	Completes sent to Accent	CQC	Isabel
Fri 24 th March	5	1st reminder email sent to non-completes	Accent	
Thurs 20 th March	5	Completes sent to Accent	CQC	Isabel
Thurs 20 th March	5	2 nd reminder email sent to non-completes	Accent	
Fri 31 st March/Mon 3 rd (by 10am) April	6	Text for task 6 to Accent	CQC	Laura
Mon 3 rd April	5	Completes sent to Accent	CQC	Isabel
Mon 3 rd April	5	3 rd (final) reminder email sent to non-completes	Accent	
Tues 4 th April	6	Task 6 email sent	Accent	
Tues 4 th Apr (eve)	5	Task 5 closed	CQC	Isabel
Weds 5 th April	5	Final completes sent to Accent	CQC	Isabel

Weds 5 th – Fri 7 th April	5	Management of task 5 incentives	Accent	
Fri 7 th April	6	Completes sent to Accent	CQC	Laura
Fri 7 th April	6	1st reminder email sent to non-completes	Accent	
Weds 12 th April (by 10am) *	7	Text for task 7 to Accent *	CQC	Isabel
Thurs 13 th April	6	Completes sent to Accent	CQC	Laura
Thurs 13 th April	6	2 nd reminder email sent to non-completes	Accent	
Tues 18 th April*	7	Task 7 email sent	CQC	
Tues 18 th April*	6	Completes sent to Accent *	CQC	Laura
Tues 18 th April*	6	3 rd (final) reminder email sent to non-completes *	Accent	
Wed 19 th April (eve) *	6	Task 6 closed *	CQC	Laura
Thurs 20 th April *	6	Final completes sent to Accent *	CQC	Laura
Thurs 20 th – Mon 24 th April	6		Accent	
Fri 21 st April	7	Completes to Accent	CQC	Isabel
Fri 21 st April	7	1 st reminder email to non-completes	Accent	
Thurs 27 th April	7	Completes to Accent	CQC	Isabel
Thurs 27 th April	7	2 nd reminder email to non-completes	Accent	
Tues 2 nd May	7	Completes to Accent	CQC	Isabel
Tues 2 nd May	7	3 rd (final) reminder email sent to non-completes	Accent	
Weds 3 rd May (eve)	7	Task 7 closed	CQC	Isabel
Thurs 4 th May	7	Final completes sent to Accent	CQC	Isabel
Fri 5 th May	6-7	Order of final incentives	Accent	
w/c 8 th May 2017	W4	Email to all participants asking if they would like to remain on the non-incentivised panel	Accent	
w/c 8 th May 2017	W4	Despatch of final incentives	Accent	
w/c 15 th May 2017	W4	Accent send letter to CQC asking them to confirm that all participant records have been deleted from CQC's system	Accent	

*Good Friday is Friday 14th April and Easter Monday is 17th, so the days will shift slightly for elements of tasks 6 and 7.

** Incentives for Tasks 6 and 7 will be sent out together at the end of Task 7.

***May Bank Holiday is Monday 1st May, so the days shift slightly in Task 7.

Standard format of timetable for each task

The Wave 4 timetable is based on the task being sent out to participants on a Tuesday and running for a two week period. Up to three reminder emails will be sent to participants who have not responded. CQC will send the text for the task on the Friday (or Monday) preceding the Tuesday when the task is launched.

Table 2: Standard format of timetable for each task

Week 1	Friday of Week 2 (or Monday – by 10am – of Week 3)	<ul style="list-style-type: none">• Text for task to Accent
Week 2	Tuesday	<ul style="list-style-type: none">• Task sent out
Week 2	Friday	<ul style="list-style-type: none">• Completes sent to Accent
Week 2	Friday	<ul style="list-style-type: none">• Accent to send first reminder to non-completes
Week 3	Thursday	<ul style="list-style-type: none">• Completes sent to Accent• Accent to send second reminder to non-completes
Week 4	Monday	<ul style="list-style-type: none">• Completes sent to Accent• Accent to send final reminder to non-completes
Week 4	Tuesday evening	<ul style="list-style-type: none">• Task closes
Week 4	Wednesday	<ul style="list-style-type: none">• Final completes sent to Accent

