

Award Form

This Award Form creates the Contract between the Buyer and the Supplier under the CQC Research and Evaluation Multi-Lot Framework Agreement. It summarises the main features of the Buyer's requirements and includes the Buyer and the Supplier's contact details.

The Schedules referred to in this Award Form are to the Schedules to the Call-Off Terms and Conditions unless stated otherwise.


1. Buyer	CARE QUALITY COMMISSION (CQC) of City Gate, Gallowgate, Newcastle upon Tyne NE1 4PA (the Buyer).
2. Supplier	<p>Name: I.F.F RESEARCH LIMITED</p> <p>Address: 5th Floor The Harlequin Building 65 Southwark Street London England SE1 0HR</p> <p>Registration number: 849983</p>
3. Contract	<p>This Contract between the Buyer and the Supplier is for the supply of Deliverables, being to compile evidence of good practice in Dementia care (including how to improve this care) through a rapid literature review (including grey literature). The research will seek to rapidly assess and identify promising approaches and the common conditions that improve the quality of Dementia care – see Annex 1 (Specification) to this Award Form for full details.</p> <p>This Award Form is issued pursuant to the CQC Research and Evaluation Multi-Lot Framework Agreement, EP&S 052</p>
4. Contract reference	CQC EP&S 078 What is evidence based good practice in relation to Dementia , Lot 5

5.	Buyer Cause	Additional costs or adverse effect on performance have been caused by the Supplier as a result of being provided with fundamentally misleading information by or on behalf of the Buyer and the Supplier could not reasonably have known that the information was incorrect or misleading at the time such information was provided.
6.	Collaborative working principles	The Collaborative Working Principles do not apply to this Contract. (See Clause 3.1.3 for further details.)
7.	Financial Transparency Objectives	The Financial Transparency Objectives do not apply to this Contract. (See Clause 6.3 for further details.)
8.	Start Date	1 st April 2025
9.	Expiry Date/ Initial Term	30 th September 2025 6 Months
10.	Extension Period	3 Months
11.	Ending this Contract without a reason	The Buyer shall be able to terminate this Contract in accordance with Clause 14.3 provided that the amount of notice that the Buyer shall give to terminate in Clause 14.3 shall be 1 Month.
12.	Incorporated Terms (together these documents form the " this Contract ")	The following documents are incorporated into this Contract. (a) This Award Form including the Annexes. (b) the Call-Off Terms and Conditions including the Schedules. (c) the Framework Agreement including the Schedules. If there is any conflict, the following order of precedence applies: 1) the Call-Off Terms and Conditions including the Schedules. 2) This Award Form and Annexes except Annex 2.

		<p>3) the terms of the Framework Agreement, the Schedules to the Framework Agreement except Schedule 4 (the Service Provider's Tender).</p> <p>4) any other document referred to in the clauses of the Contract.</p> <p>5) Annex 2 (Supplemental Tender) to the Award Form, unless any part of the Supplemental Tender offers a better commercial position for the Buyer (as decided by the Buyer, in its absolute discretion), in which case that part of the Supplemental Tender will take precedence over the documents above.</p> <p>6) Schedule 4 to the Framework Agreement (the Service Provider's Tender) unless any part of the Service Provider's Tender offers a better commercial position for the Buyer (as decided by the Buyer, in its absolute discretion), in which case that part of the Service Provider's Tender will take precedence over the documents above.</p>
<p>13. Special Terms</p>		<p>1) Special Term 1 – Data Processing – Clause 18.1 of the Call Off Terms and Conditions shall be varied as follows: <i>The Supplier must process Personal Data and ensure that Supplier Staff process Personal Data only in accordance with Annex 3 to this Award Form.</i></p> <hr/> <p>Special Term 2 - NOT APPLICABLE</p> <hr/> <p>Special Term 3 - NOT APPLICABLE</p>
<p>14. Buyer's Environmental Policy</p>		<p>NOT APPLICABLE</p>
<p>15. Social Value Commitment</p>		<p>The Supplier agrees, in providing the Deliverables and performing its obligations under this Contract, to deliver the Social Value outcomes in the Framework Agreement and provide the Social Value Reports as set out in Schedule 26 (Sustainability)</p>

16.	Buyer's Security Requirements and Security and ICT Policy	https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.cqc.org.uk%2Fsites%2Fdefault%2Ffiles%2F2024-02%2F20240220_CQC_Information_Governance_Policies.odt&wdOrigin=ROWSSELINK
17.	Charges	£73,636.50 excluding VAT £88,363.80 including VAT Details in Annex 2 to this Award Form and Schedule 3 of Call-Off Terms and Conditions (Charges)
18.	Estimated Year 1 Charges	£73,636.50 excluding VAT £88,363.80 including VAT
19.	Reimbursable expenses	None. Any expense that the Buyer may in its absolute discretion allow must be approved by the Buyer prior to being incurred and must be in accordance with the Buyer's relevant policy.
20.	Payment method	BACS
21.	Service Levels	NOT APPLICABLE
22.	Liability	In accordance with Clause 15.1 each Party's total aggregate liability in each Contract Year under this Contract (whether in tort, contract or otherwise) is no more than the greater of £5 million or 150% of the Estimated Yearly Charges. In accordance with Clause 15.5, the Supplier's total aggregate liability in each Contract Year under Clause 18.8.5 is no more than the Data Protection Liability, being £20 million .
23.	Cyber Essentials Certification	Not required
24.	Progress Meetings and Progress Reports	The Supplier shall attend Progress Meetings with the Buyer every fortnight The Supplier shall provide the Buyer with Progress Reports every week

25.	Guarantor	NOT APPLICABLE
26.	Virtual Library	NOT APPLICABLE
27.	Supplier's Contract Manager	██████████ ██████████ ██
28.	Supplier Authorised Representative	██████████ ██████████ ██
29.	Supplier Compliance Officer	NOT APPLICABLE
30.	Supplier Data Protection Officer	██████████ ██ ██
31.	Supplier Marketing Contact	NOT APPLICABLE
32.	Key Subcontractors	<p>Key Subcontractor 1</p> <p>Name (Registered name if registered): Leeds Beckett University</p> <p>Address: Rose Bowl, Portland Crescent, LS1 3HB</p> <p>Company registration number (if applicable): 02369724</p> <p>DUNS number (if applicable): n/a</p> <p>VAT number (if applicable): GB545372831</p> <p>SME status (Yes/No): No</p> <p>Role of the Subcontractor: Expert input, review search strategy, identify articles to include in review, peer review outputs.</p>

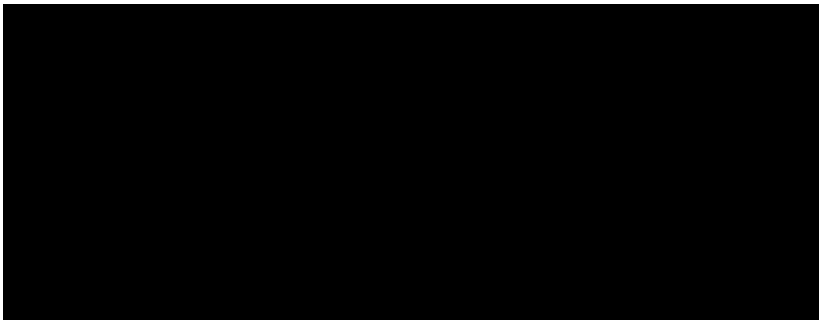
33.	Buyer Authorised Representative	
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This Agreement has been entered into on the date stated at the beginning of it.

IN WITNESS of which this Contract has been duly executed by the parties.

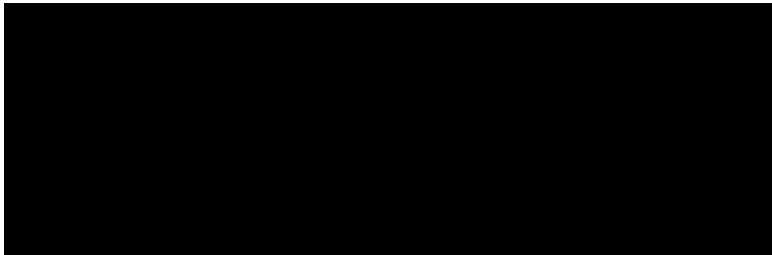
SIGNED for and on behalf of **CARE QUALITY COMMISSION**

Authorised Signatory:

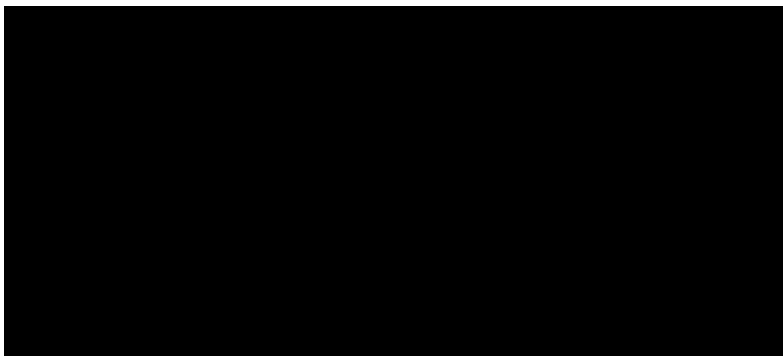


SIGNED for and on behalf of **I.F.F RESEARCH LIMITED**

Authorised Signatory 1:



Authorised Signatory 2:



Annexes

Annex 1: Specification

Annex 2: Supplier's Supplemental Tender

Annex 3: Data Processing Schedule

Annex 1 – Specification

THE REQUIREMENT

We are seeking a research project to answer the question: **What is evidence-based good practice in relation to dementia care?**

The purpose of this research is to compile evidence of good practice in Dementia care (including how to improve this care) through a rapid literature review (including grey literature). The research will seek to rapidly assess and identify promising approaches and the common conditions that improve the quality of Dementia care.

This will need to identify transferable good practices from other regulated specialist areas and sectors (e.g., learning disability, safeguarding, end-of-life care, and other countries). The research should help CQC understand how to improve our regulatory decision-making and raise the standards and expectations for Dementia care.

This research will inform CQC's Dementia Strategy. This strategy will ensure that our regulation of dementia services is as good as it can be so that we can:

- Effectively assess whether people living with dementia and their carers have the best possible experience of health and social care systems.
- Drive and influence improvement in the provision of dementia services and support for people living with dementia and their carers and families.

This research will complement work already underway by the teams at CQC to consolidate our understanding of the reality of Dementia care currently being provided. We will also engage with people with lived experience and stakeholders to create the strategy.

The research questions for this project are:

- What are the key characteristics of effective dementia care, including learning from approaches in other countries?
- What are the common conditions, drivers and features that support improvements in the quality of dementia care for people living with dementia and their carers and families?
- What transferable learning about effective care from other regulated sectors or specialist areas (e.g. learning disability, safeguarding, end-of-life care) can be

applied to dementia care?

- How have other regulators succeeded in improving the quality of dementia care within their area of regulation?
- Is there learning from regulating other specialist areas that can be applied to regulating dementia care to improve the quality and experiences of care?

We would expect the research to look at:

- Existing guidance and approaches of CQC and other health and social care regulators and oversight bodies in the UK and overseas.
- Academic sources, and research commissioned or published by regulators, voluntary organisations, charities and others.

The outputs required from this research are:

- Actionable insights that will support CQC to define and develop our Dementia strategy
- A research report with detailed findings, methodology, actionable insights for CQC and care providers, and cited references. This should include an accessible executive summary.
- An output for use by providers and commissioners of dementia care, people who use services and their carers and relatives detailing effective dementia care.
- A presentation to CQC colleagues, discuss the findings, learning, implications and opportunities.
- A webinar for providers, commissioners, and other stakeholders to share learning from the research applicable to their practices.
- Involvement in other dissemination activities, including potentially presenting at conferences.

When developing the project plan, tenderers should ensure the following milestones are met:

- Project plan and finalised methodology for the rapid review, including the search strategy and defined scope (month 1)
- Analysis and synthesis of the information relevant to the research with presentation of emerging findings to internal stakeholders (months 2-4)
- Delivery of draft report for review and agreement (month 5)
- Delivery of a final report for CQC sign-off (month 6)
- Delivery of other outputs for CQC sign-off (month 6)

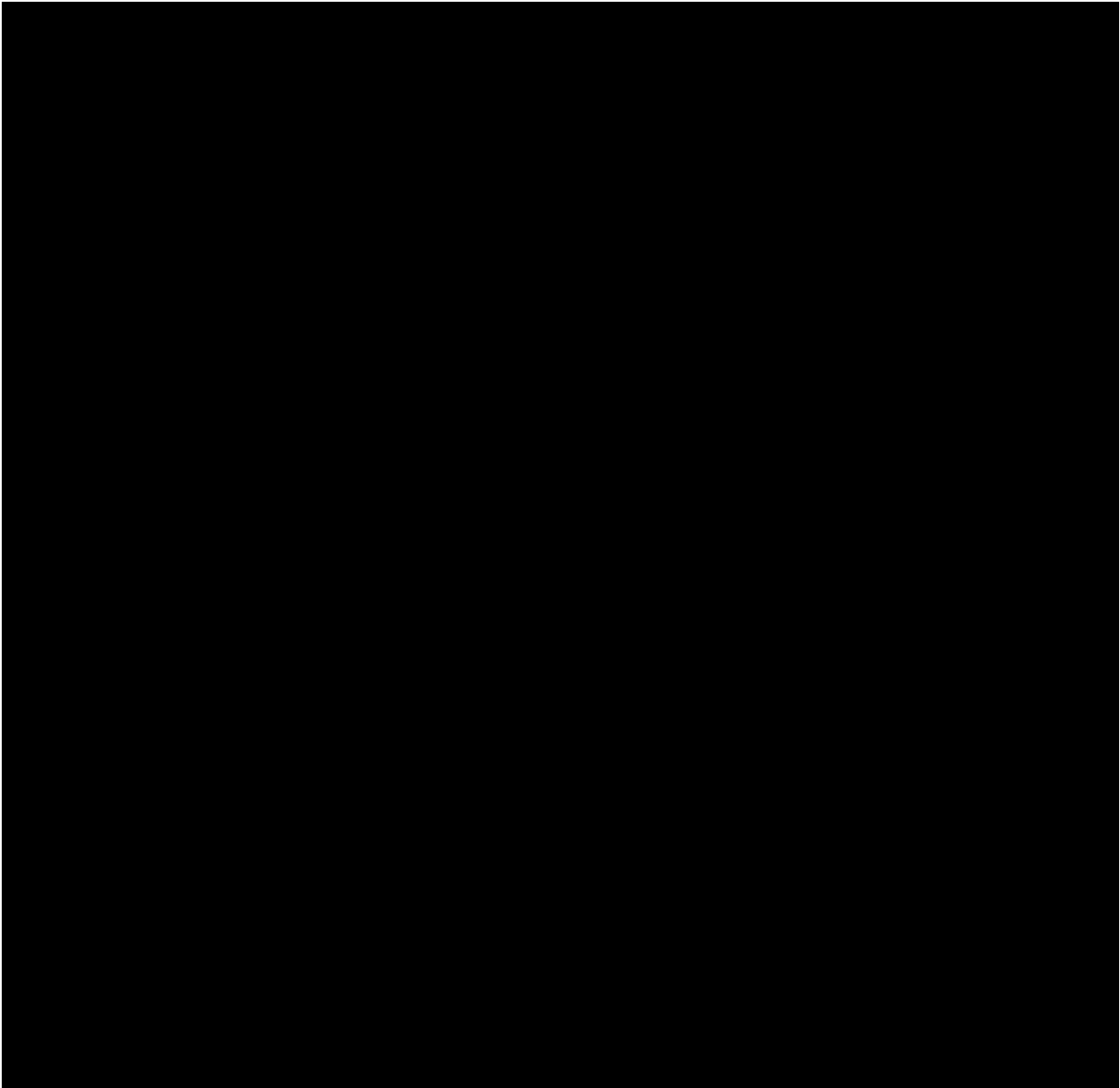
The tenderer should set out how they intend to ensure knowledge transfer to the CQC as part of this work. This includes the transfer for insight, expertise, capabilities, and learning.

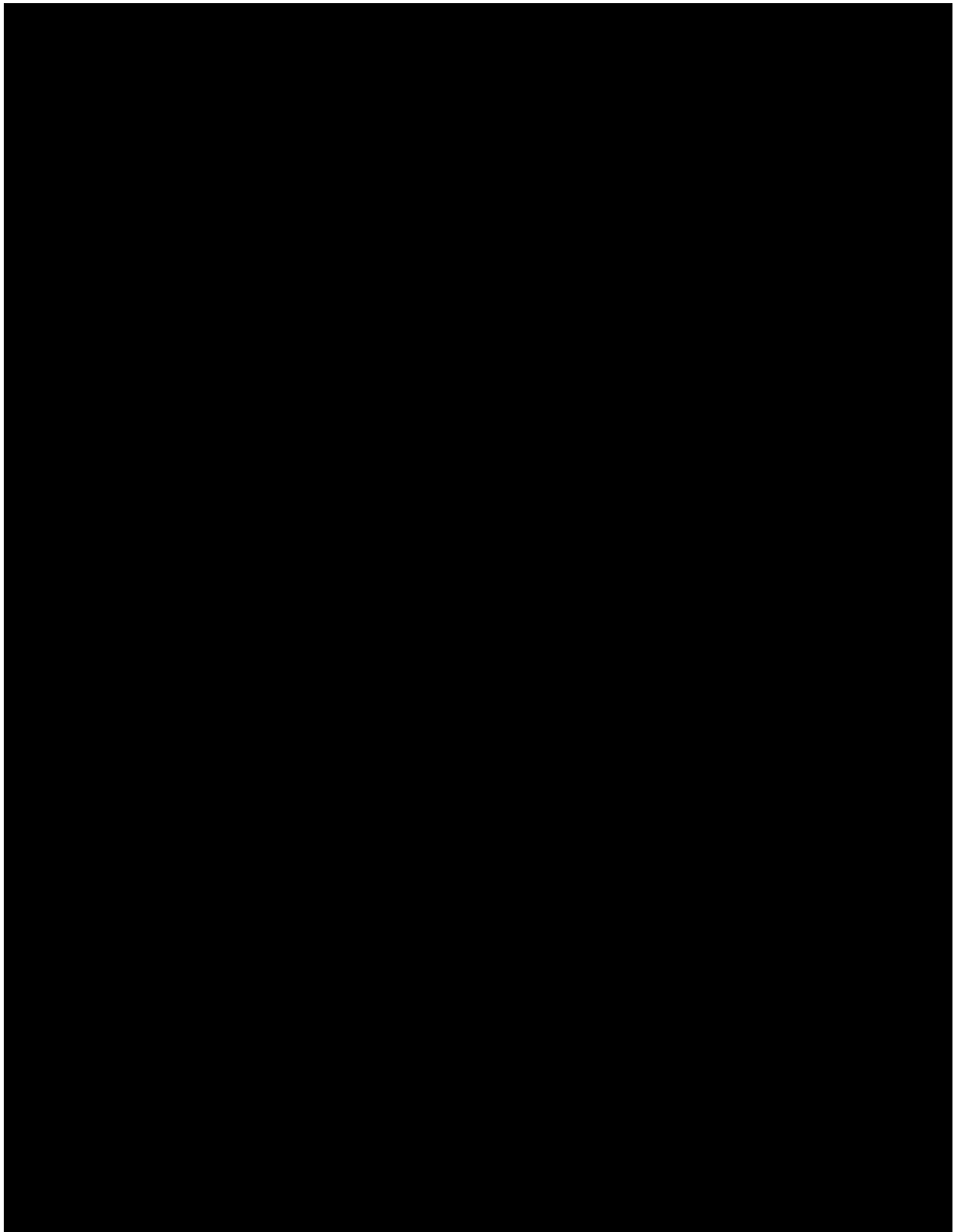
KEY PERFORMANCE INDICATORS (KPIs)

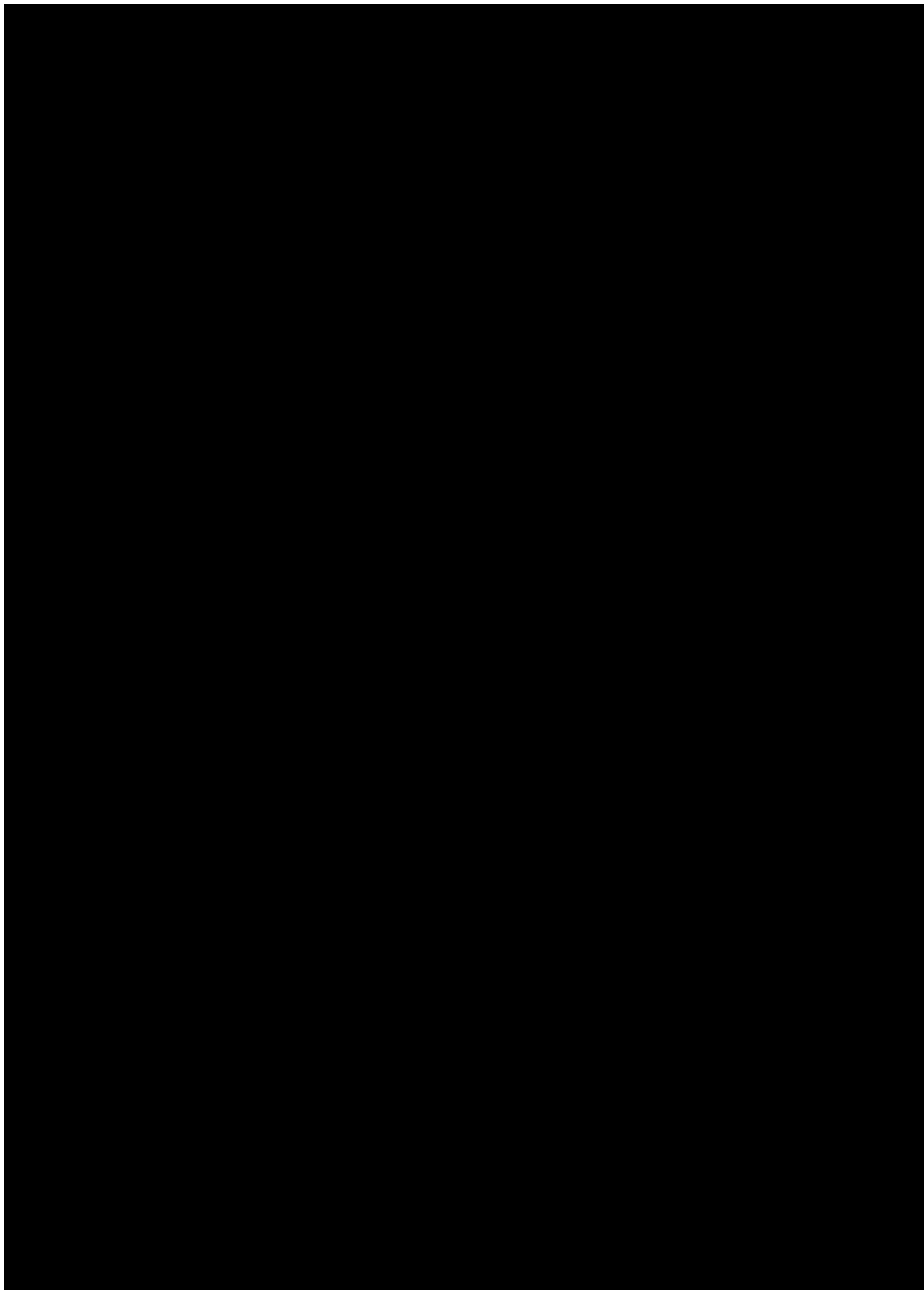
Indicator	Measured by	Target	Review Frequency
Timely delivery of quality outputs	Delivery of project plan for review by CQC.	By the point set in the tenderer's timeline and in line with the milestones set out in section one.	Monthly for duration of contract.
	Delivery of draft search strategy and scope.		
	Delivery of final search strategy and scope.		
	Delivery of draft title sift.		
	Delivery of final title sift.		
	Delivery of draft analysis and synthesis of information.		

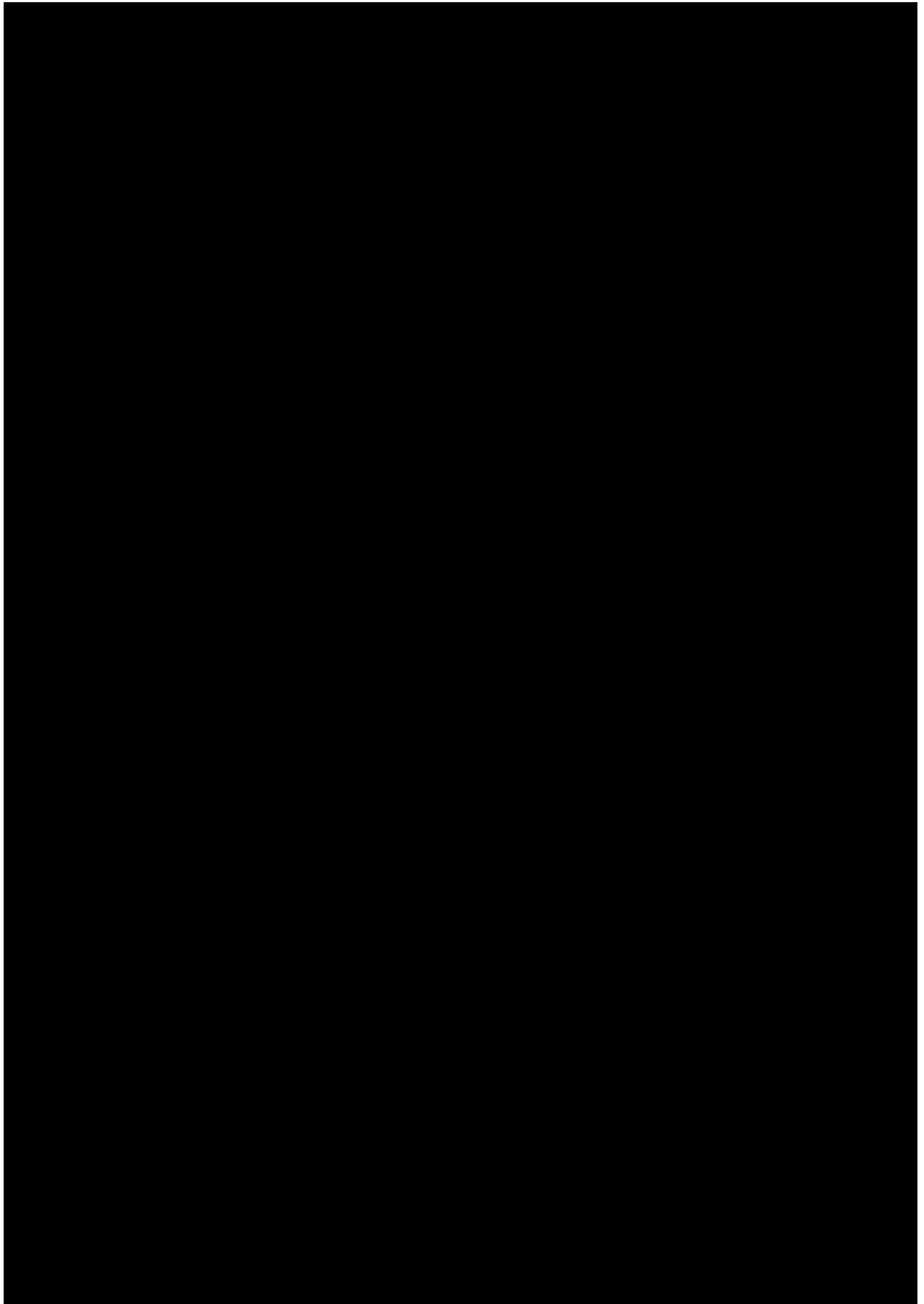
	Delivery of presentation of emerging findings.		
	Delivery of draft report and other outputs.		
	Delivery of final report and other outputs.		
Collaboration	<p>There is regular contact and engagement with the Authority on the work.</p> <p>The Authority is provided with plans, research instruments, and outputs for review and comments are acted upon.</p> <p>There is effective knowledge transfer to CQC.</p>	As stipulated in section one of this document and in the supplier's quality response.	Weekly for duration of contract.

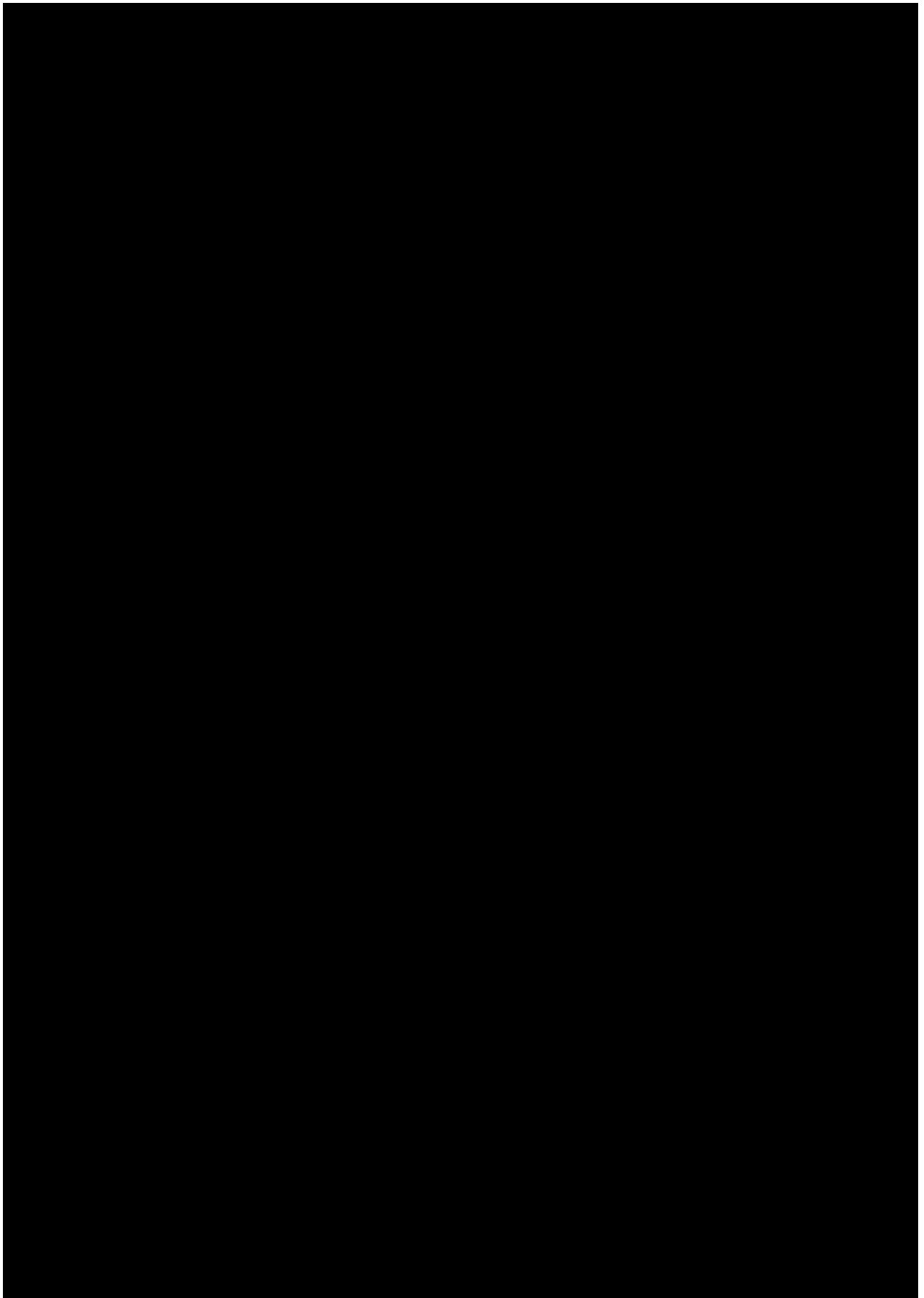
Annex 2 – Supplemental Tender

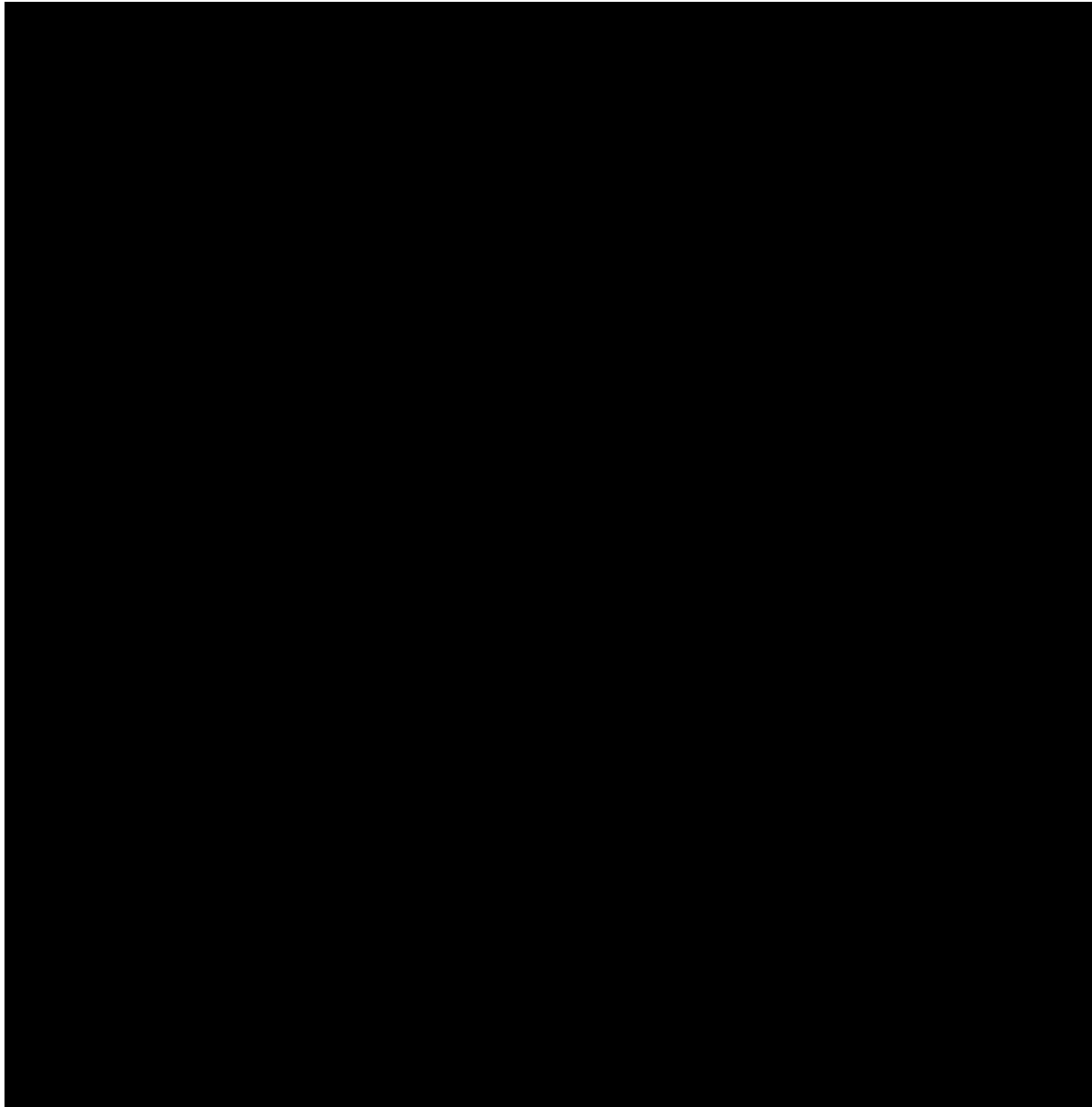


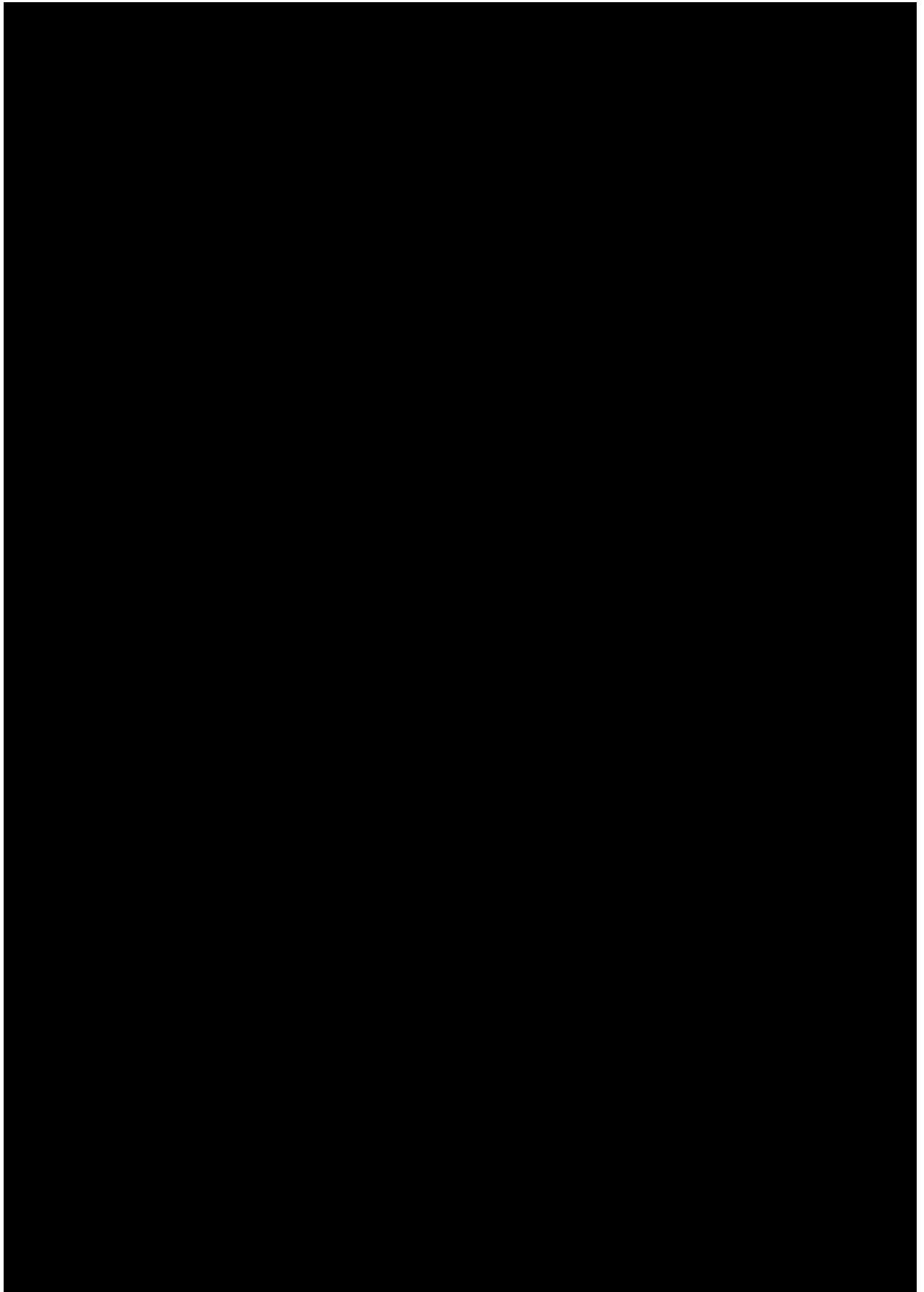


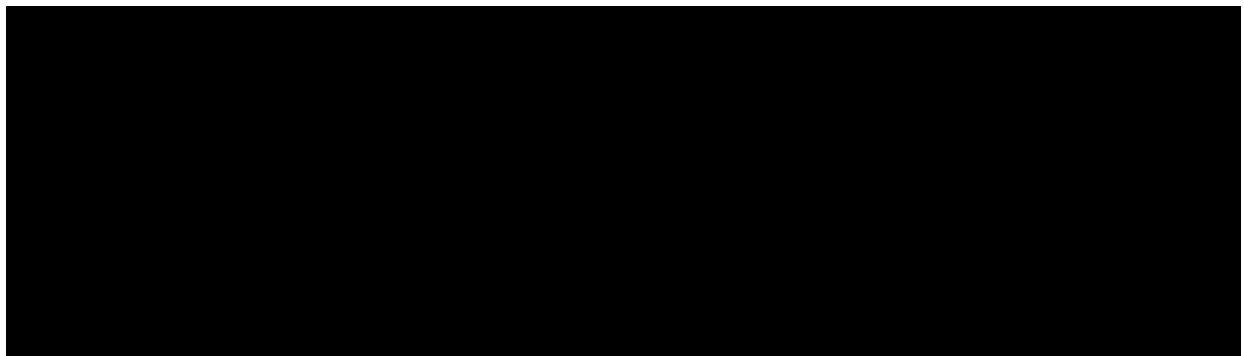
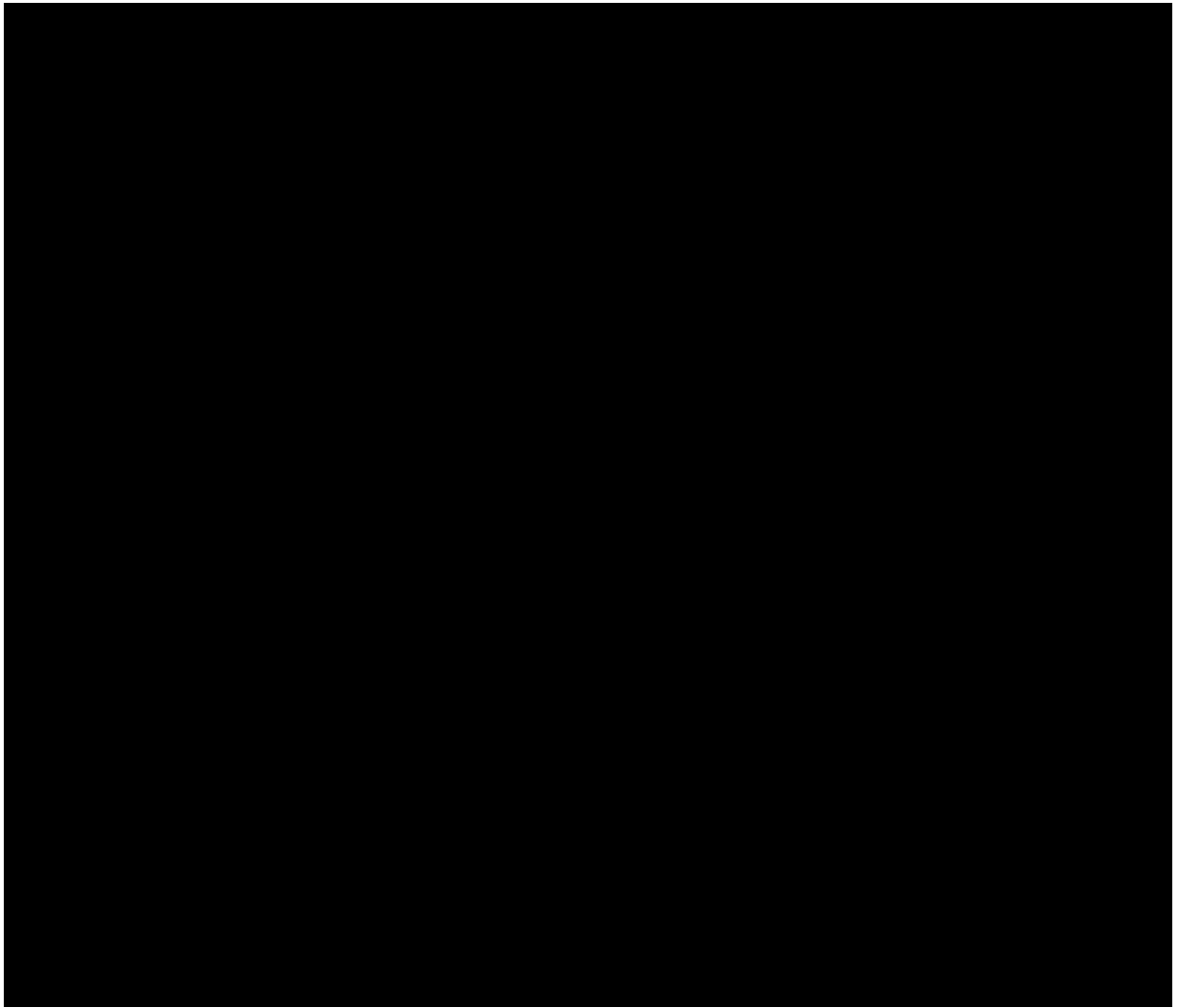


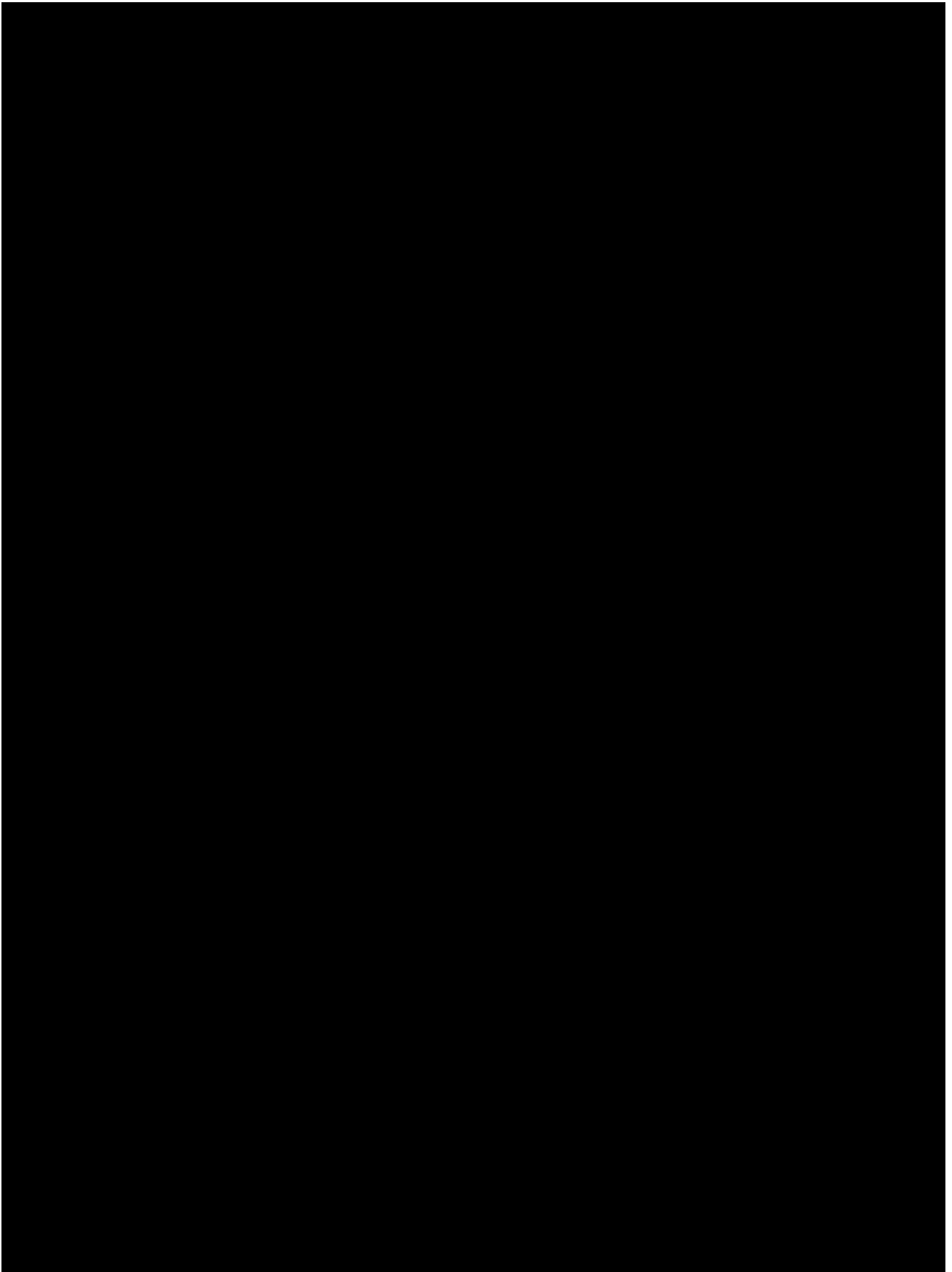


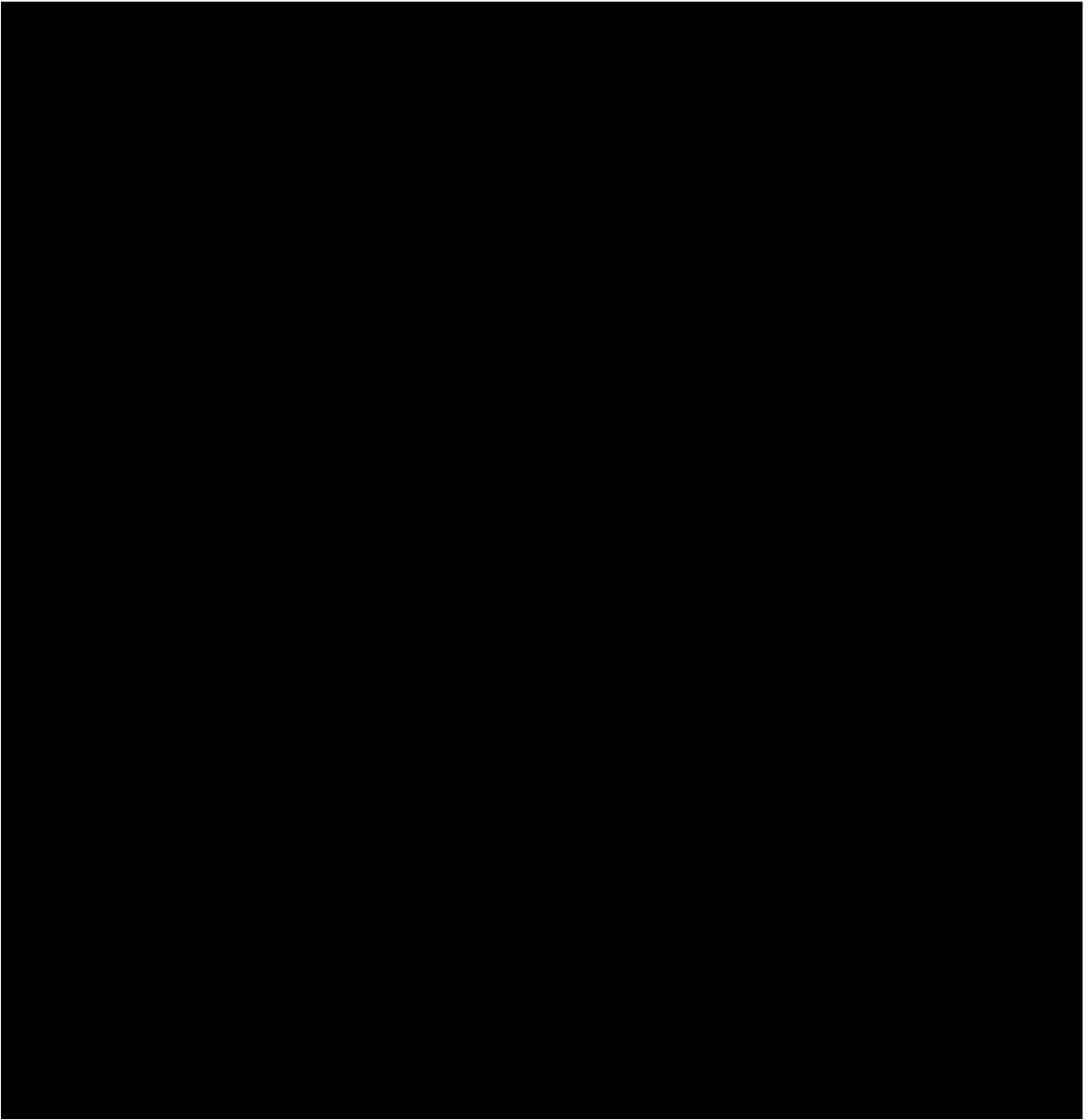


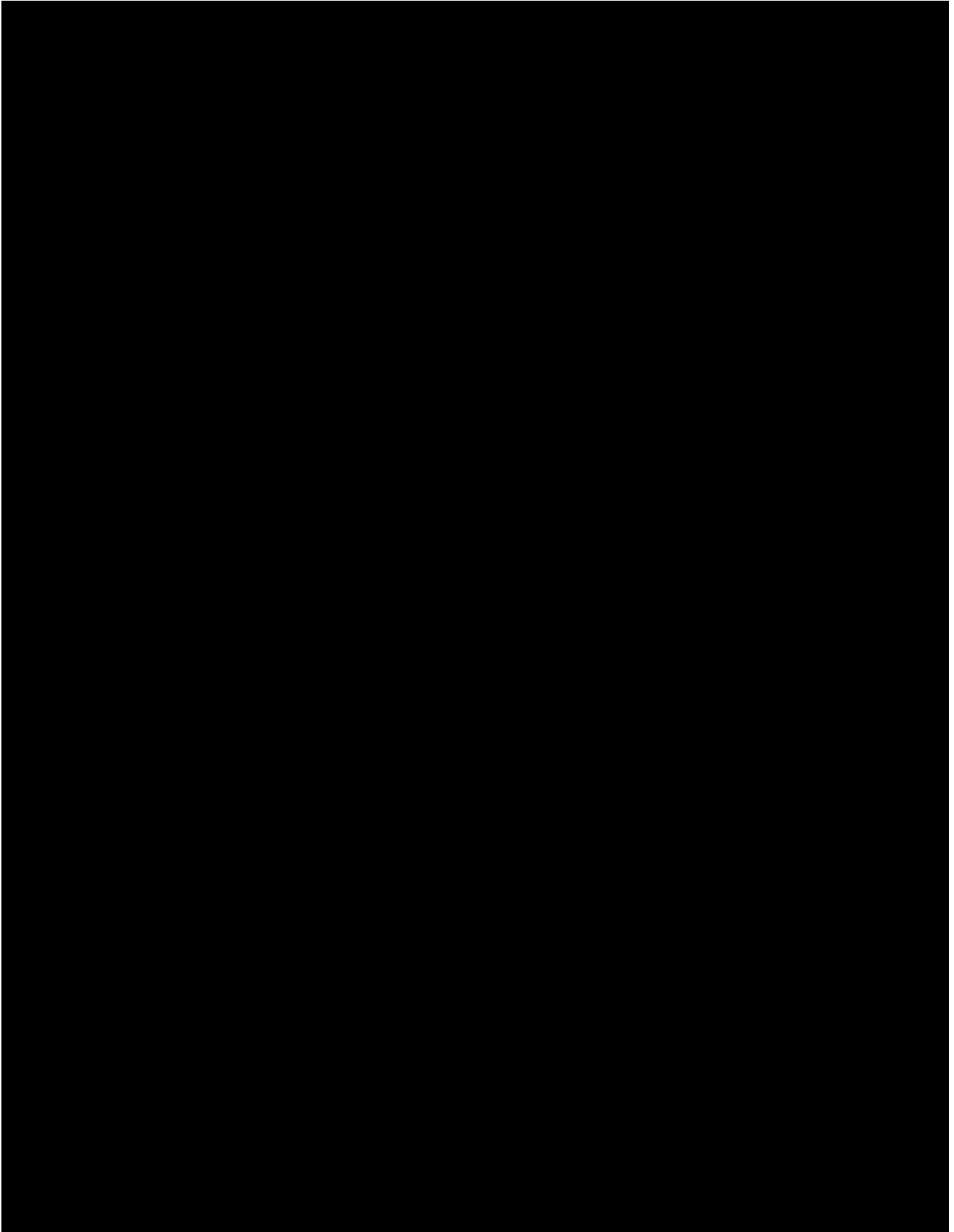


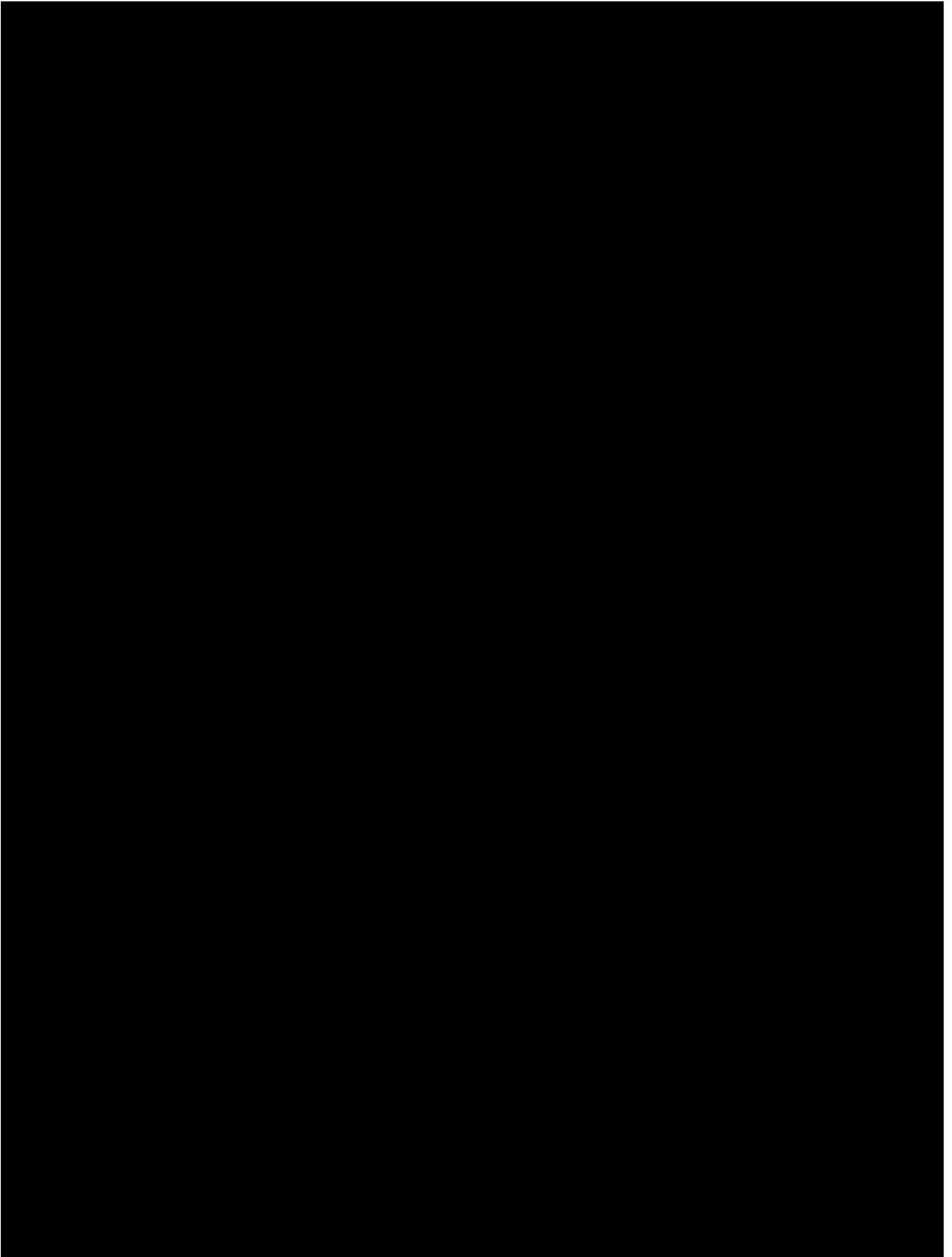


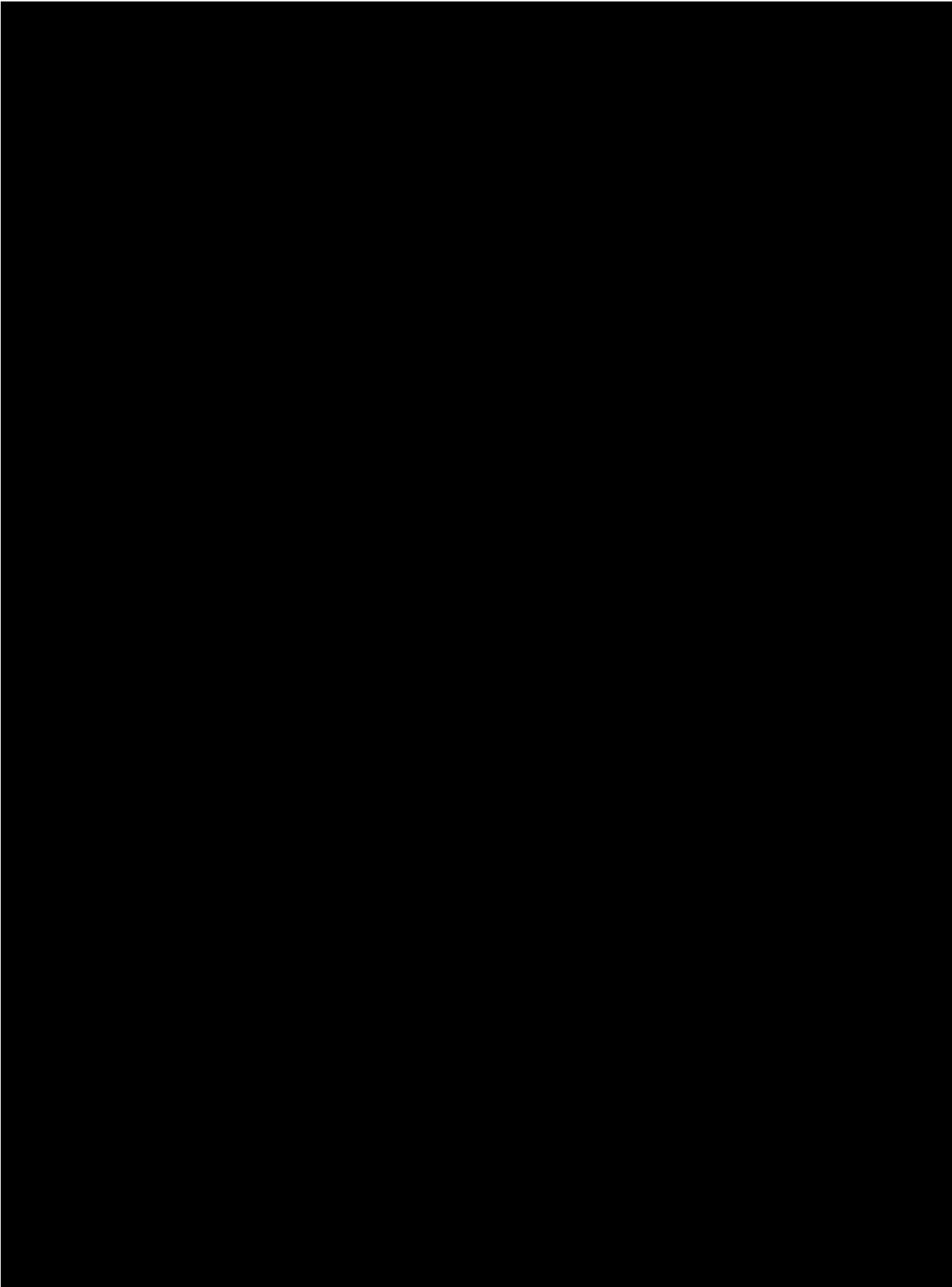


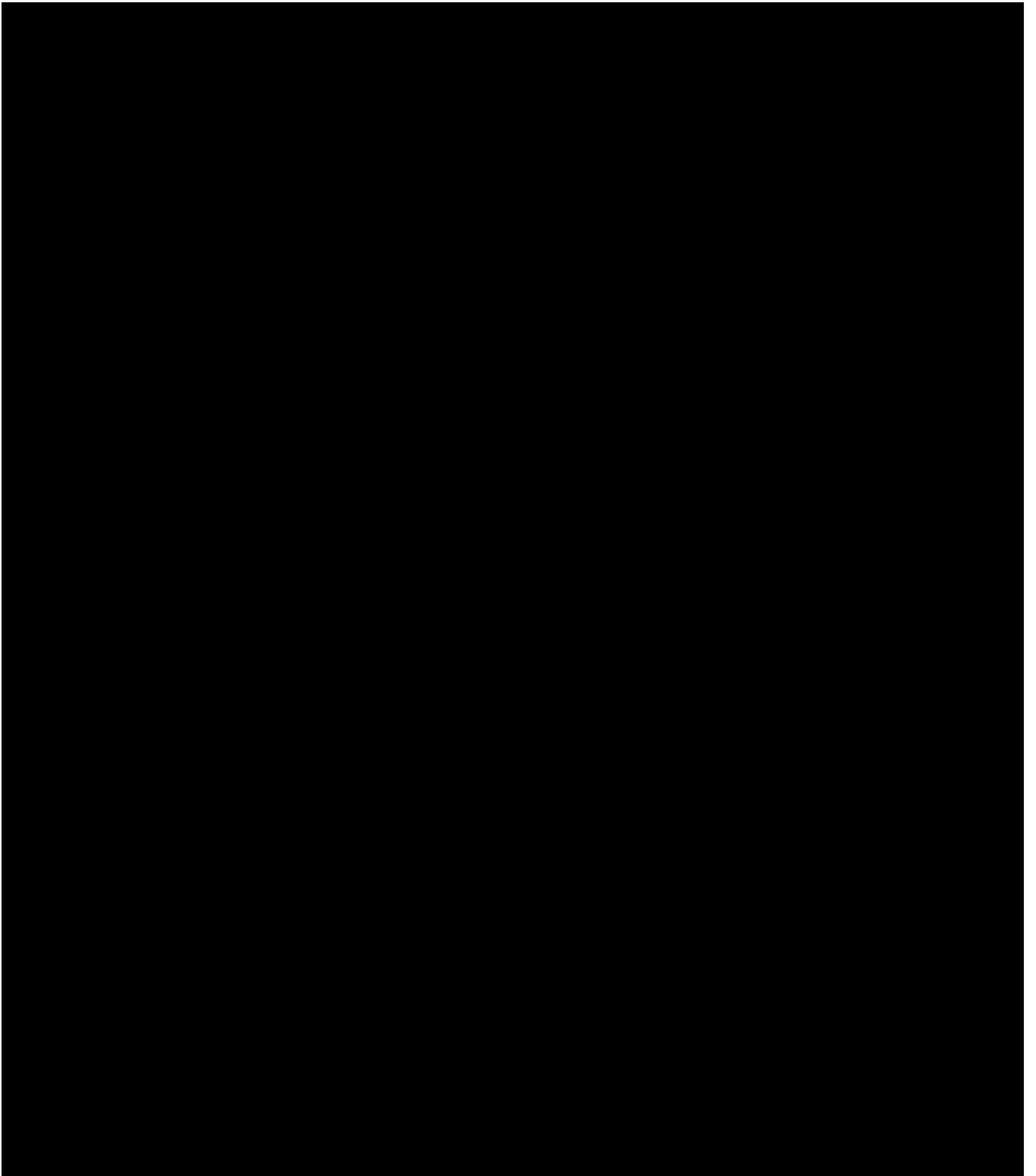


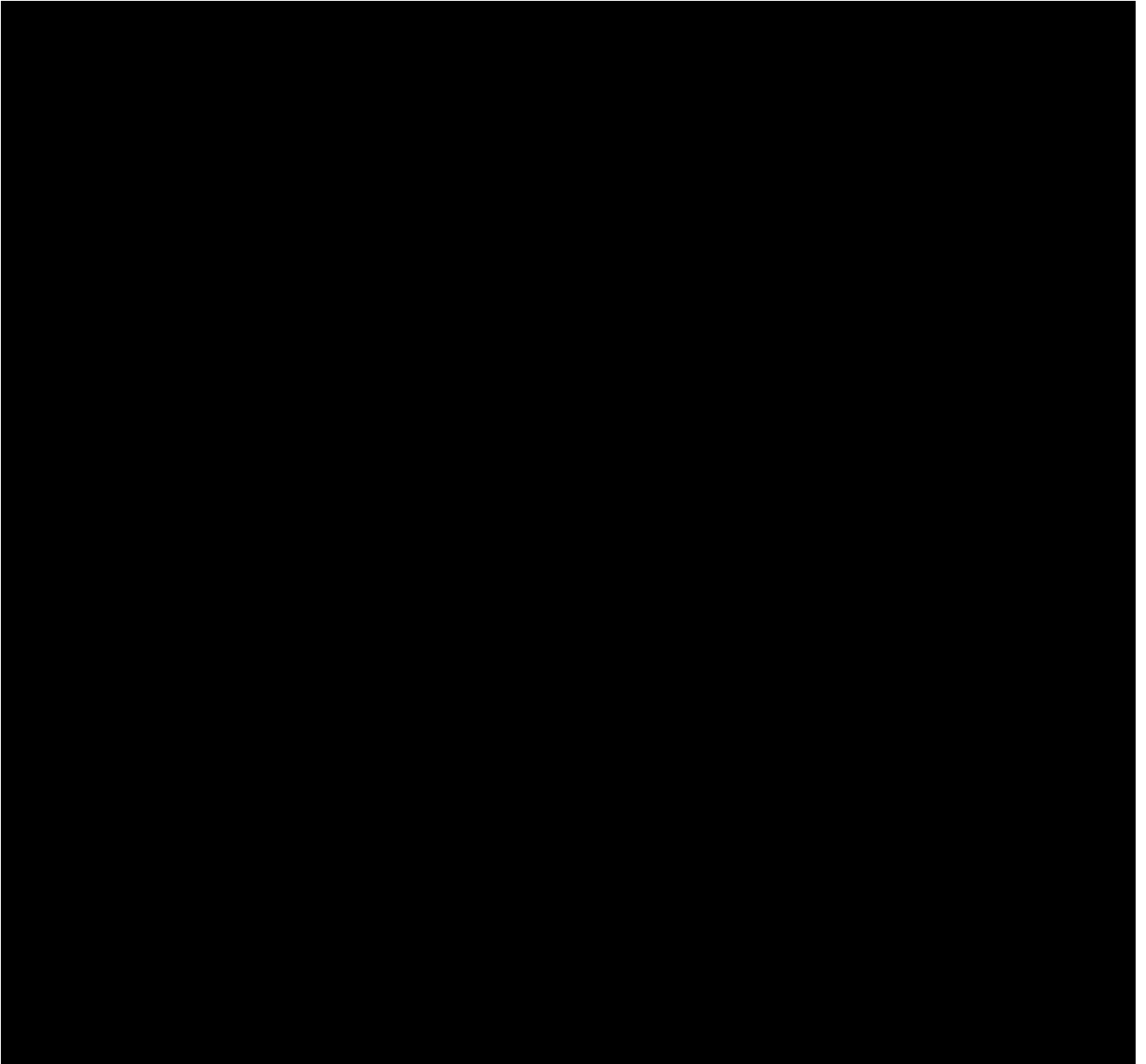












Annex 3 – Data Processing

1. This Annex shall be completed by the Controller, who may take account of the view of the Processor, however the final decision as to the content of this Annex shall be with the Buyer at its absolute discretion.
 - 1.1 The contact details of the Buyer’s Data Protection Officer are: [REDACTED]
 - 1.2 The contact details of the Supplier’s Data Protection Officer are: [REDACTED]
 - 1.3 The Processor shall comply with any further written instructions with respect to Processing by the Controller.
 - 1.4 Any such further instructions shall be incorporated into this Annex.

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> ● Personally identifiable information of Supplier Personnel for which the Supplier is the Controller, ● Personally identifiable information of any directors, officers, employees, agents, consultants and contractors of Buyer (excluding the Supplier Personnel) engaged in the performance of the Buyer’s duties under this Contract) for which the Buyer is the Controller, ● Personal data obtained directly from the data subjects.
Subject matter of the Processing	<p>This project will explore evidenced-based good practice in relation to dementia care, including identifying approaches and the common conditions that can improve the quality of dementia care.</p>
Duration of the Processing	<p>The processing will take place from April 2025 to September 2025.</p>

Description	Details
Nature and purposes of the Processing	<p>The project will involve the following:</p> <ul style="list-style-type: none"> - Two roundtable events (each with 5-7 participants) will be conducted online. Each event will last two hours. The events will likely include representatives from relevant organisations such as the Alzheimer’s Society, key academics, NICE, NHS England and Skills for Care. The events may be audio-recorded to facilitate analysis. - Feedback from these events will help inform a literature review.
Type of Personal Data being Processed	Email addresses and participant’s feedback on the findings from the literature review and views good practice in relation to dementia care.
Categories of Data Subject	Experts, Advocacy Groups, other regulators and health organisations.
<p>Plan for return and destruction of the data once the Processing is complete</p> <p>UNLESS requirement under law to preserve that type of data</p>	Notes from the event and recordings will be anonymised and stored on a secure IFF server for 12 months and will be deleted.
Locations at which the Supplier and/or its Sub-contractors process Personal Data under this Contract and international transfers and legal gateway	All data will be stored at IFF Research.

Description	Details
<p>Protective Measures that the Supplier and, where applicable, its Sub-contractors have implemented to protect Personal Data processed under this Contract Agreement against a breach of security (insofar as that breach of security relates to data) or a Data Loss Event</p>	<p>If the project team consider it appropriate to make recordings to assist their analysis, the recordings will be summarised/analysed by the research team and deleted. Notes will be anonymised. All notes will be stored on a secure IFF server.</p>