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| NO  | Query |  | Reply | Date uploaded |
| 1 | If incentive payments were proposed, would the authority see them as being included in the £50,000 budget? |  | Yes, incentive payments for participants would be included in the £50,000 budget | 1st November 2024 |
| 2 | Would the authority be involved in providing contacts for any of the user groups proposed, e.g. those who have already made a complaint?  Or would all groups need to be sourced by the supplier? |  | The recruitment of research participants is the responsibility of the organisation delivering the research, but the Professional Standards Authority can provide contacts for patient and service user organisations in the UK as well introductions to the health and social care regulators we oversee. | 1st November 2024 |
| 3 | What is the expected weight of the research between research with members of the public and research with health and social care practitioners? |  | The sample for both groups (those who have and have not raised a complaint) should have representation of regulated or unregulated health and social care practitioners but the weighting should be towards the members of the public as patients or service users. | 1st November 2024 |
| 4 | Would it be possible to contact the individual regulators as part of this research to ask for support in recruiting a breadth of complainants across regulators? |  | Yes, and the Professional Standards Authority can facilitate introductions to the health and social care regulators and registers we oversee. | 1st November 2024 |
| 5 | Is there a word count for the submission? |  | No | 1st November 2024 |
| 6 | Where can I find the supplier questionnaire? |  | The supplier questionnaire can be found on Contracts Finder under the ‘More Information’ section at the bottom of the page, please see link [Barriers and enablers to making a complaint to a health or social care professional regulator - Contracts Finder](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.contractsfinder.service.gov.uk%2Fnotice%2Fb1a4a6e7-61b7-4540-828d-2410c16a9ba1%3Forigin%3DSearchResults%26p%3D1&data=05%7C02%7CSylvia.Nartey-Tokoli%40Professionalstandards.org.uk%7C0e47077c6c354e2968b308dcf9b93a06%7Cfa2ea0824abc45d5a398523042a3bd9e%7C0%7C0%7C638659821141260466%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=14YIuuD8OQ%2BNCQGJoeLtmuC6ruwGemIOYKULll06LEI%3D&reserved=0) | 1st November 2024 |
| 7 | Are you interested in hearing only from members of the public who have had a concern about the fitness to practice of a health and social professional in relation to their own care OR are you interested both in members of the public who have had a concern relating to their own care and those whose concern arose in relation to someone else’s care (such as a friend or family member)? |  | The sample could include members of the public who have/have not raised a fitness to practise concern about a health and social professional in relation to their own care or in relation to a family member’s care. | 1st November 2024 |
| 8 | Would you be able to confirm the process for submission, for example if we should submit a full pitch deck, via email or an online portal, any restrictions, word counts etc. |  | The details of the tender response and evaluation criteria can be found in Section 4 of the tender document. The response can be submitted in any form, there is no word count, and we would anticipate it would include the following:* A fixed price for conducting this study, including a breakdown of the different cost elements
* A draft project plan showing the required involvement of both parties and demonstrating how you will be able to complete and report on the study by Friday 21st March 2025. The plan will need to allow time for the PSA to review a draft report prior to submission of the final report
* A description of, and justification for, the proposed methodological approach (including an outline of potential stimulus material and the recommended sample of participants)
* Evidence of how those who would be involved in the work have the appropriate skills and expertise, including any relevant previous work undertaken and reports produced
* A description of how the project will be managed, indicating methods of communication with the PSA, as well as how any risks and issues will be managed
* A description of how you would recruit participants to meet the requirements of our sample.
 | 1st November 2024 |
| 9 | Where has this ITT been posted? Is it mainly by invitation or shared on government portals, etc?  |  | The ITT has been posted on our website ([PSA call for tenders to carry out research into the barriers to complaints](https://www.professionalstandards.org.uk/news-and-blog/latest-news/detail/2024/10/21/invitation-to-tender-to-conduct-research-into-the-barriers-and-enablers-to-making-a-complaint-to-a-health-or-social-care-professional-regulator)) and on Contracts Finder: [Barriers and enablers to making a complaint to a health or social care professional regulator - Contracts Finder](https://www.contractsfinder.service.gov.uk/Notice/b1a4a6e7-61b7-4540-828d-2410c16a9ba1) | 1st November 2024 |
| 10 | How many bids would you expect to receive?  |  | We cannot anticipate how many bids we will receive, but the last piece of consumer research we commissioned received 7 bids. | 1st November 2024 |
| 11 | Do you have any incumbent agencies / suppliers?  |  | No | 1st November 2024 |
| 12 | Will there be an interview with potential applicants? |  | We intend to interview the shortlisted suppliers in the week commencing 25 November 2024 (see the Tendering timetable in section 5 of the Invitation to Tender) | 1st November 2024 |
| 13 | By 'most economically advantageous tender', do you simply mean the greatest number of interviews for X price, or are you assessing wider value for money? If so, how? |  | We will assess value for money in a wider sense, taking into account all aspects of the proposal and in accordance with the information provided in the Invitation to Tender at section 4 ‘Tender response and evaluation criteria’. This will include assessing the methodological approach, project management information, management of risks, recruitment of participants and sample size, and evidence of the skills and expertise of the researchers.  We will also consider how equality and diversity considerations have been considered across the bid. | 1st November 2024 |
| 14 | What will be the compliance requirements of the successful bidder - in terms of data protection, insurance cover, etc?  |  | All bidders will need to demonstrate how they deal with personal and/or sensitive data safely and securely. Bidders may wish to review the further information about data handling contained within our template contract (now uploaded to Contracts Finder).In terms of insurance, our requirements are as follows: The Service provider shall during the term of this Agreement and for one year afterwards, at its own cost, effect and maintain in force with reputable insurers the following insurance policies providing for the payment of a sum up to the amount stated for any claim and in accordance with good industry practice to cover the liabilities that may arise under or in connection with this Agreement:Public liability insurance policy – limit £10 millionInfringement of intellectual property rights – limit £25,000; andProfessional indemnity insurance – limit £1 million.The service provider will provide evidence of such insurance policies as listed in Clause 12.1 to the Authority on request.The Service provider will do nothing to invalidate any such insurance policies as listed in Clause 12.1 or to prejudice the Authority’s entitlement under them. | 1st November 2024 |
| 15 | Notwithstanding GDPR considerations, would you be able to provide a list of H&SC professionals who have made an internal complaint to a regulator for us to contact, screen and interview? |  | The recruitment of research participants is the responsibility of the organisation delivering the research but the Professional Standards Authority can provide introductions to the health and social care regulators we oversee. We cannot, however, provide a list of health and care professionals who have made a complaint to a regulator. | 1st November 2024 |
| 16 | We would like - ideally - to speak to patient advocates. Do you have access to such a network to facilitate recruitment?  |  | The PSA can provide contacts for patient and service user organisations in the UK. | 1st November 2024 |
| 17 | Would you be able to provide a letter of introduction - on PSA headed paper - that we can share with potential participants to lend credibility to the research and help open doors?  |  | Yes | 1st November 2024 |
| 18 | Do you have any information about the following:* The number of upheld complaints by the various regulators of health and social care?
* Specific moments in the 'complaints journey' where there are issues (e.g. initial reporting, management of complaints, hearing panels, post-complaint follow-up, etc)?
* The data collected about the demographic profile of complaints and those about whom concerns are raised?
* Any KPIs you currently use to assess the quality of complaint management?
 |  | * We hold data relating to the number of fitness to practise cases received by the regulators we oversee. Where the case has progressed to the investigation stage, we hold data relating to the outcome of the investigation (for example, whether the case resulted in no further action, a warning or referral to a fitness to practise panel). We also hold data on the number of fitness to practise decisions made by panels. We will be able to share this information with the successful supplier. Much of this information is also set out in publicly available reports published by the regulators.
* The Background information section of the Invitation to Tender highlights publications that may be of use in understanding the issues experienced by complainants. In addition, the key learning from our joint seminar with the Health Service Ombudsman on barriers to complaints is included at Annex A of the Invitation to Tender. This details a number of known barriers, including language barriers, physical barriers and format restrictions, amongst others.

Our performance reviews of the regulators we oversee also contain information relevant to this question. For example, our 2022/23 performance review of the Health and Care Professions Council (see: [Periodic Review Report - HCPC 2022-23](https://www.professionalstandards.org.uk/docs/default-source/publications/performance-reviews/periodic-review-hcpc-2022-23.pdf?sfvrsn=29a64a20_6)) details shortcomings in the support provided to parties in fitness to practise processes. This included not providing regular case updates, lack of timely responses and lack of information regarding processes. The research should focus on the barriers and enablers to making a complaint about a health or care professional with a regulator or register, rather than the entire complaints journey.* Standard 3 of our Standards of Good Regulation sets out that ‘The regulator understands the diversity of its registrants and their patients and service users and of others who interact with the regulator and ensures that its processes do not impose inappropriate barriers or otherwise disadvantage people with protected characteristics.’ Regulators routinely collect demographic data about registrants and complainants but this data is not held by the PSA. Much of this data is publicly available. See for example the General Medical Council’s Data Explorer ([GMC Data Explorer - GMC](https://www.gmc-uk.org/about/what-we-do-and-why/data-and-research/gmc-data-explorer))
* We assesses the complaints processes of the regulators and registers we oversee in line with our Standards of Good Regulation ([standards-of-good-regulation145e23f761926971a151ff000072e7a6.pdf](https://www.professionalstandards.org.uk/docs/default-source/publications/standards/standards-of-good-regulation145e23f761926971a151ff000072e7a6.pdf?sfvrsn=ce597520_17)) and Standards for Accredited Registers ([Standards for Accredited Registers](https://www.professionalstandards.org.uk/docs/default-source/publications/standards/standards-for-accredited-registers.pdf?sfvrsn=e2577e20_8)). Details of the evidence that we may review as part of our assessment of a regulator against the Standard can be found in our Standards of Good Regulation Evidence framework ([Evidence framework](https://www.professionalstandards.org.uk/docs/default-source/publications/standards/proposed-new-standards-of-good-regulation---evidence-framework-%28june-2018%29.pdf?sfvrsn=270c7220_6)). The outcomes of our performance reviews are published on our website ([Performance reviews of regulators](https://www.professionalstandards.org.uk/publications/performance-reviews)).
 | 1st November 2024 |
| 19 | Engaging regulated or unregulated health and social care practitioners who have raised a concern about a colleague. Would the PSA and/or associated regulators be able to facilitate the recruitment of these individuals? This would likely be through contacting practitioners who have been recorded as having made a complaint, asking them if they would like to engage with research about the process.  |  | The recruitment of research participants is the responsibility of the organisation delivering the research. The PSA can facilitate introductions to the health and social care regulators and registers we oversee but are unable to assist further with the recruitment process. | 1st November 2024 |
| 20 | Engaging patients and service users who have made complaints. While the prevalence of this group will be larger than for practitioners, it would nevertheless cut costs if the recruitment could be supported by the PSA and/or associated regulators, again with an email sent to those who have been recorded as having made a complaint. Would there be any possibility for this? |  | Whilst we can facilitate an introduction to the regulators and registers, we oversee we unfortunately cannot guarantee their cooperation with the research. The PSA in unable to directly contact patients, service users or practitioners who have made a complaint to a regulator or register | 1st November 2024 |
| 21 | Reaching the sample: would you, or other organisations you work with, be able to support us on finding these people? |  | The recruitment of research participants is the responsibility of the organisation delivering the research, but the PSA can provide contacts for patient and service user organisations in the UK as well introductions to the health and social care regulators we oversee. | 1st November 2024 |
| 22 | Is there a word or page limit to the proposal? |  | No.  | 1st November 2024 |
| 23 | Do you have a preference for the format of response i.e. Word or PPT? |  | The response can be submitted in any format. | 1st November 2024 |
| 24 | Do you think that the Regulators would themselves be able to write to insider / professional complainants to invite them to express an interest in taking part in the research - and that we could then follow up with them? |  | While this is possible there is no guarantee that regulators would agree to do so. | 1st November 2024 |
| 25 | In terms of language barriers, would you require some interviews to be carried out in languages other than English?  |  | We have not made this a requirement and have not made any assessment of whether this would be necessary to meet the research objectives. | 1st November 2024 |
| 26 | I’m sure the organisations who may be able to support us with recruitment will not be able to pass on direct contact details to us of those who have made complaints, but do you know if these organisations are likely to be able to contact people who have may have made a complaint on our behalf? |  | while this is possible there is no guarantee that any of the organisations would agree make contact on your behalf. | 1st November 2024 |
| 27 | Are you able to share the procurement terms and conditions please? |  | The PSA’s template contract has now been uploaded to contracts finder | 1st November 2024 |
| 28 | Could you please provide more details about the project requirements? I am particularly interested in understanding any specific expectations you have, the scope of work, and any initial timelines. |  | . All project requirements, scope of work and timelines are detailed in the tender documents on Contracts Finder, please see link [Barriers and enablers to making a complaint to a health or social care professional regulator - Contracts Finder](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.contractsfinder.service.gov.uk%2FNotice%2Fb1a4a6e7-61b7-4540-828d-2410c16a9ba1&data=05%7C02%7CMarija.Hume%40professionalstandards.org.uk%7C412b1b32191c44413b5308dcfe71dc13%7Cfa2ea0824abc45d5a398523042a3bd9e%7C0%7C0%7C638665012197114309%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=h%2BZtcrndFEiU9JhtOCLJVAtdSHh4GkQoMhUUhatLzIk%3D&reserved=0) | 6th of November 2024  |
| 29 | The Invitation to Tender document specifies that PSA’s role covers, “the work of ten statutory bodies that regulate health professionals in the UK and social workers in England”, yet the request includes sampling of respondents in all UK nations. Can you explain the reasoning for including residents of Wales, Northern Ireland and Scotland in the research and what relative weighting should be given to respondents from these regions. |  | The Professional Standards Authority (PSA) does oversee the ten professional regulators for health and social care in the UK. As you say, our remit only covers the regulation of social workers in England. The other health regulators all have a UK remit except for the Pharmaceutical Society of NI. We would expect the sample to include some representation from all four UK nations, but we have not specified the weighting that should be given to respondents from these regions. | 6th of November 2024 |
| 30 | Is there a comprehensive map of the landscape for complaints processes and instruments available that are covered by the PSA remit? |  | There is not a comprehensive map of the regulators and Accredited Register’s complaints processes available but they are all expected to have an accessible complaints process and we oversee this through our Standards of Good Regulation and Standards for Accredited Registers. The regulators and Accredited Registers detail their complaints process on their websites. | 6th of November 2024 |
| 31 | To what degree can PSA support with the recruitment of professionals that have and have not proceeded with complaints that fall within the scope of the research? |  | The recruitment of research participants is the responsibility of the organisation delivering the research, but the Professional Standards Authority can provide contacts for patient and service user organisations in the UK as well as introductions to the health and social care regulators and registers we oversee to support with recruitment. | 6th of November 2024 |
| 32 | Is the final report to be delivered in PSA templates and to an existing format?  |  | No, the final report does not need to be delivered in the PSA’s templates. | 6th of November 2024 |
| 33 | What formats for deliverables are acceptable, including online collaboration tools such as Miro? |  | The PSA would expect the research findings to be presented in a written report and presentation to PSA staff. | 6th of November 2024 |