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Tender

Lorry driver facilities survey roll out

Transport Focus

F02: Contract notice

Notice identifier: 2023/S 000-000715

Procurement identifier (OCID): ocds-h6vhtk-039651

Published 10 January 2023, 4:05pm

The closing date and time has been changed to:

16 February 2023, 5:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Transport Focus

Piccadilly Gate, Store Street

Manchester

M1 2WD

Contact

Robert Pain

Email

tenders@transportfocus.org.uk

Telephone

+44 3001230835

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.transportfocus.org.uk>

Buyer's address

<https://www.transportfocus.org.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=748448733>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=748448733>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Lorry driver facilities survey roll out

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

To establish a regular, potentially continuous, event driven quantitative survey of lorry drivers' experiences, including satisfaction, with, using roadside facilities on the roads managed by National Highways. This should involve the generation of robust data for as many individual sites as possible in order to benchmark lorry driver experience by location, resulting in additional focus on customer experience at lower performing sites.

II.1.5) Estimated total value

Value excluding VAT: £330,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

To conduct a regular, potentially continuous, event driven quantitative research survey of lorry drivers' experiences, including satisfaction, with using roadside facilities on the roads managed by National Highways (including Motorway Service Areas, Truck Stops and 'A' road services). Lorry driver opinions to be gathered via a self-completion survey, with recruitment taking place at the end of the visit to the facility. Robust data to be produced for individual sites.

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: £330,000

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

Start date

10 March 2023

End date

31 May 2024

This contract is subject to renewal

Yes

Description of renewals

Optional contract extension of one year to continue the survey in the 2024/25 financial year.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

We have proposed the methodology for the survey, but tenderers may choose to propose their alternatives, in addition to responding to our proposed option. Details are contained in the tender documentation.

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

To respond to this opportunity please click here: <https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=748448733>

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

Tenderers are likely to be members of the Market Research Society.

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

Open procedure

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

Originally published as:

Date

9 February 2023

Local time

5:00pm

Changed to:

Date

16 February 2023

Local time

5:00pm

See the [change notice](#).

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

9 February 2023

Local time

5:10pm

Place

Virtual

Information about authorised persons and opening procedure

Members of Transport Focus Insight Team authorised to open tenders via the Delta eSourcing platform.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

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 tenderers will be based solely on the criteria set out for the procurement. All correspondence regarding this tender is to be conducted via the Delta eSourcing platform.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Market-research->

[services./663G92DZAZ](#)

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/663G92DZAZ>

GO Reference: GO-2023110-PRO-21891405

VI.4) Procedures for review

VI.4.1) Review body

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