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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): ocids-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](mailto: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

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## **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-sourcing.com/delta/viewNotice.html?noticeId=748448733>

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## **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

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## **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.

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## **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**

Transport Focus

7th Floor Piccadilly Gate, Store Street

Manchester

M1 2WD

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[tenders@transportfocus.org.uk](mailto:tenders@transportfocus.org.uk)

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[www.transportfocus.org.uk](http://www.transportfocus.org.uk)