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Tender

# **Victim Satisfaction & Public User Surveys**

**PCC North Wales Police** 

F02: Contract notice

Notice identifier: 2021/S 000-001933

Procurement identifier (OCID): ocds-h6vhtk-028ee3

Published 1 February 2021, 11:49am

## **Section I: Contracting authority**

### I.1) Name and addresses

**PCC North Wales Police** 

Force Headquarters, Glan-y -don, Abergele Road,

Colwyn Bay, North Wales

**LL29 8AW** 

#### Contact

Lesley Forkings

#### **Email**

lesley.forkings@nthwales.pnn.police.uk

#### **Telephone**

+44 7818044661

#### Country

**United Kingdom** 

**NUTS** code

**UKL - WALES** 

**National registration number** 

n/a

Internet address(es)

Main address

http://www.north-wales.police.uk

Buyer's address

https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/33183

### I.3) Communication

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

https://uk.eu-supply.com/app/rfg/rwlentrance s.asp?PID=36359&B=BLUELIGHT

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlentrance\_s.asp?PID=36359&B=BLUELIGHT

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

Public order and safety

## **Section II: Object**

### II.1) Scope of the procurement

#### II.1.1) Title

Victim Satisfaction & Public User Surveys

Reference number

NWP.43029

#### II.1.2) Main CPV code

• 79342311 - Customer satisfaction survey

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

North Wales Police together with the Police and Crime Commissioner (PCC) are seeking a suitable supplier to provide a Fully Bilingual Service (Welsh & English) to undertake all of their surveys.

#### II.1.5) Estimated total value

Value excluding VAT: £388,000

#### II.1.6) Information about lots

This contract is divided into lots: No

### II.2) Description

#### II.2.2) Additional CPV code(s)

- 79311000 Survey services
- 79311210 Telephone survey services

#### II.2.3) Place of performance

**NUTS** codes

• UKL - WALES

#### II.2.4) Description of the procurement

North Wales Police together with the Police and Crime Commissioner (PCC) are seeking a suitable supplier to provide a Fully Bilingual Service (Welsh & English) to undertake all of their surveys.

#### 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: £388,000

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

Start date

30 April 2021

End date

28 April 2023

This contract is subject to renewal

No

#### II.2.10) Information about variants

Variants will be accepted: No

#### II.2.11) Information about options

Options: No

#### 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

Option to extend +1+1+1 years if the both parties are in agreement

### 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

Date

1 March 2021

Local time

2:00pm

#### IV.2.4) Languages in which tenders or requests to participate may be submitted

Welsh, English

#### IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 29 October 2021

#### IV.2.7) Conditions for opening of tenders

Date

1 March 2021

Local time

2:00pm

# **Section VI. Complementary information**

# VI.1) Information about recurrence

This is a recurrent procurement: No

## VI.4) Procedures for review

VI.4.1) Review body

PCC North Wales Police

Glan Y Don

Colwyn Bay

**LL29 8AW** 

Email

lesley.forkings@nthwales.pnn.police.uk

Country

**United Kingdom**