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Contract

Victim Satisfaction & Public User Surveys

PCC North Wales Police

F03: Contract award notice

Notice identifier: 2021/S 000-007348

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

Published 9 April 2021, 9:51am

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.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.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £388,000

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

Quality criterion - Name: Method Statement Quality Questions / Weighting: 60

Price - Weighting: 40%

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-001933](#)

Section V. Award of contract

Contract No

1

Title

Victim Satisfaction & Public User Surveys

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 March 2021

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MEL Research

Somerset House 37 Temple Street

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £388,000

Section VI. Complementary information

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