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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): ocds-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](mailto: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

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## **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

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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.2.1) Previous publication concerning this procedure**

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

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## **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

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## **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](mailto:lesley.forkings@nthwales.pnn.police.uk)

Country

United Kingdom