

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007425-2022>

Planning

Pre-Market Engagement – Translink Passenger Customer Satisfaction Monitoring

Translink

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2022/S 000-007425

Procurement identifier (OCID): ocds-h6vhtk-03239b

Published 18 March 2022, 1:45pm

Section I: Contracting entity

I.1) Name and addresses

Translink

Procurement Department

Belfast

BT2 7LX

Contact

Rachel Lemon

Email

rachel.lemon@translink.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Pre-Market Engagement – Translink Passenger Customer Satisfaction Monitoring

II.1.2) Main CPV code

- 79300000 - Market and economic research; polling and statistics

II.1.3) Type of contract

Services

II.1.4) Short description

Pre-Market Engagement for the provision of Translink's Passenger Customer Satisfaction Monitoring Contract.

Translink is seeking a supplier for an initial 2 year period for the monitoring of Translink's

Passenger's Charter commitments, customer perceptions and expectations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73300000 - Design and execution of research and development
- 73200000 - Research and development consultancy services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Translink's Passenger Charter was last updated in Autumn 2019. It is intended to undertake a further review of the Passenger's Charter in the coming year. As customer perceptions and expectations have changed and evolved since the start of the pandemic, Translink are drafting tender documents to best suit the new market for surveying and monitoring our customers' satisfaction with the provision and delivery of our bus and rail services. We are looking to explore a range of options for customer satisfaction measurement, to include face-to-face and digital solutions, different methodologies and experiences. We are also keen to be abreast of the new and innovative techniques in the industry today to help shape our tender documents.

The monitoring will likely take place over two periods, Spring and Autumn, each year, commencing Spring 2023.

It is anticipated that meetings relating to the exercise will be held on THURSDAY 28TH APRIL 2022.

Interested suppliers are requested to e-mail their expression of interest in attending a 30 minute virtual meeting on 28th April to:

Rachel Lemon, Procurement Projects Advisor at rachel.lemon@translink.co.uk

NO LATER THAN 14:00 on Wednesday 20th April.

Additional Information

Suppliers registering their interest in participating in this exercise should note that:

1 This Notice is to initiate a market engagement and information gathering exercise and does not indicate the start of a procurement

exercise. It is instead intended to act as an informal market research document providing a brief synopsis of Translinks' future

requirements. This document is not intended to provide a definitive list of requirements.

2 We intend to invite interested suppliers to present to Translink personnel to discuss the range of services each can offer. All parties

agree that the matters discussed between them during the course of this early market engagement exercise will remain confidential to

those particular parties

3 This document is not a tender specification nor request for quotation. Translink is merely investigating market opportunities at this

stage without entering into any contractual or financial commitments.

4 Please note, progress in the project will be subject to the availability and timing of funding. If this requirement is given financial approval,

it will be tendered under the Utilities Contracts Regulations 2016. Any documents, discussions, presentations, demonstrations or

clarifications submitted for this Market Research will not be considered as any part of the tender exercise. If Translink does decide to

proceed with a competitive tender process, a separate detailed tender specification document will be produced as part of that process.

At this stage it is not possible to give an accurate timeframe for this requirement.

II.3) Estimated date of publication of contract notice

30 June 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of expressions of interest

Date

20 April 2022

Local time

2:00pm