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Tender

## **Staff Engagement Surveys**

APUC Limited

F02: Contract notice

Notice identifier: 2023/S 000-011211

Procurement identifier (OCID): ocds-h6vhtk-03c1fe

Published 19 April 2023, 12:12pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

APUC Limited

Unit 27, Stirling Business Centre, Wellgreen

Stirling

FK8 2DZ

#### **Email**

[annemartin@apuc-scot.ac.uk](mailto:annemartin@apuc-scot.ac.uk)

#### **Telephone**

+44 1314428968

#### **Country**

United Kingdom

#### **NUTS code**

UKM77 - Perth & Kinross and Stirling

**Internet address(es)**

Main address

<http://www.apuc-scot.ac.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10402](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10402)

**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.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Education

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Staff Engagement Surveys

Reference number

PFB1046 AP

#### **II.1.2) Main CPV code**

- 79342311 - Customer satisfaction survey

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority is seeking Contractor(s) for the provision of Staff Engagement Survey services to the Scottish Further Education and Higher Education sector.

#### **II.1.5) Estimated total value**

Value excluding VAT: £1,200,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

#### **II.2.1) Title**

Self-Serve (Software-Led)

Lot No

1

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

- 79342311 - Customer satisfaction survey

## **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

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

Lot 1 is a self-managed service that mainly focusses on the functionality of the platform, with most of the surveys being designed and executed by the institutions themselves. Additional value-added features will be sought, such as the ability to carry out unlimited surveys, access to survey templates and ongoing dashboard support that will help optimise the quality of the provision.

## **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework Agreement is anticipated to commence on the 1st August 2023 for a period of 36 months and expire on the 31st July 2026. The Authority reserves the right to extend the Framework Agreement for a further 12-month period subject to satisfactory performance and continued Institutions requirements.

## **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) Description**

### **II.2.1) Title**

Project-managed (Research House)

Lot No

2

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

- 79342311 - Customer satisfaction survey

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland

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

Lot 2 is aligned with the procurement of an outsourced and project-managed service provision and is therefore more complex as a result. A close working relationship between the contractors and institutions will be fostered throughout the term of the contract and will include on-going dialogue between the two parties. The service will be comprehensive and detailed in scope, with an end-to-end approach that will include objective setting, strategy building and action planning.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Framework Agreement is anticipated to commence on the 1st August 2023 for a period of 36 months and expire on the 31st July 2026. The Authority reserves the right to extend the Framework Agreement for a further 12-month period subject to satisfactory performance and continued Institutions requirements.

### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Minimum level(s) of standards possibly required

Please refer to the “Qualification Envelope” of the ITT within PCS-T to answer the selection criteria.

Please refer to Part IV Selection Criteria: Questions within 4B.5 of the SPD

Tenderers must confirm they can provide the following supporting evidence prior to award:

Professional Indemnity Insurance = GBP 1 Million

Employer's (Compulsory) Liability Insurance = GBP 5 Million

Public Liability Insurance = GBP 5 Million

With reference to ESPD question 4B.6 - The successful Contractor(s) will be required to provide two years audited accounts, or equivalent if awarded a place on the Framework Agreement. Alternatively, if the Contractor is unable to provide the required accounting information e.g. a new business without the required accounts, then they will be required to provide a bankers letter demonstrating their willingness to support the Contractors organisation over the term of the Framework Agreement. The two years audited accounts, or equivalent will be subject to ratio analysis.

#### **III.1.3) Technical and professional ability**

Minimum level(s) of standards possibly required

Tenderers must confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. This includes confirmation that they have the systems in place to pay subcontractors through the supply chain promptly (i.e. no later than 30 days after the invoice (or similar claim) relating to the payment is presented) and effectively, and provide evidence when requested of:

a) their standard payment terms

b) ?95% of all supply chain invoices being paid on time (in accordance with the terms of contract) in the last financial year

If the bidder is unable to confirm (b) they must provide an improvement plan, signed by their Director, which improves the payment performance.

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

Submission of Management Information Following commencement of the Framework Agreement, the Contractor will provide a performance report to the Authority on a quarterly basis to include spend by Institution under the Framework Agreement for the reporting period. Contractors must provide the information on a quarterly basis, within 10 working days following the start of each quarter. Data must be uploaded to the website: <http://ucsp.ac.uk/>

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 10

#### **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 tenders or requests to participate**

Date

23 May 2023

Local time

11:00am

**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

23 May 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 36-40 months

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

Suppliers should confirm they will be in a position to complete (at point of award) the following:

Appendix A Form of Tender

Appendix B Freedom of Information

Appendix D APUC Sustain Supply Chain Code of Conduct

Appendix G GDPR Contractor Assessment Form

Appendix H SCM RP Section 1

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 23503. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

Community benefits are included in this requirement. For more information see: <https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

The Authority would like to explore applicable community benefits or social value through this Framework Agreement, for example by providing training opportunities, apprenticeships, or investment in the local community.

(SC Ref:727951)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Stirling Sheriff Court and Justice of the Peace Court

Sheriff Court House, Viewfield Place

Stirling

FK8 1NH

Email

[stirling@scotcourts.gov.uk](mailto:stirling@scotcourts.gov.uk)

Telephone

+44 1786462191

Country

United Kingdom