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Tender

## Highways England Employee Engagement Survey

Highways England

F02: Contract notice

Notice identifier: 2021/S 000-017886

Procurement identifier (OCID): ocds-h6vhtk-02ac00

Published 27 July 2021, 10:45pm

### Section I: Contracting authority

#### I.1) Name and addresses

Highways England

Lateral, 8 City Walk

LEEDS

LS11 9AT

#### Email

[lauren.hopkins@highwaysengland.co.uk](mailto:lauren.hopkins@highwaysengland.co.uk)

#### Country

United Kingdom

#### NUTS code

UK - United Kingdom

#### Internet address(es)

Main address

<https://www.gov.uk/government/organisations/highways-england>

Buyer's address

<https://highways.bravosolution.co.uk/web/login.shtml>

### **I.3) Communication**

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

<https://highways.bravosolution.co.uk/web/login.shtml>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://highways.bravosolution.co.uk/web/login.shtml>

Tenders or requests to participate must be submitted to the above-mentioned address

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

National or federal Agency/Office

### **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Highways England Employee Engagement Survey

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

- 79342311 - Customer satisfaction survey

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

Services

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

Highways England (HE) requires the services of a supplier that has technical expertise in the field of Employee Engagement, the platform to administer the survey via an online system and the expertise in interpreting the results. HE will require a minimum of one full survey being ran each year to all HE employees with the ability to alternatively run shorter and more frequent pulse surveys if required.

The Provider is required to provide services to deliver and where possible improve the design and set-up of the existing employee engagement survey process in consultation with HE; provide (and host) online survey and reporting platforms; enable self-service reporting and analysis; interpret and present high-level results for senior business stakeholders.

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

Value excluding VAT: £330,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

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

This contract seeks to appoint 1 supplier to deliver engagement surveys. The contract is for a period of 3 years with an option to extend for a further year. The value given I.1.5 is for the 3 year contract period, if the extension period is utilised the contract value will be increased on a proportionate basis.

#### **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: £330,000

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

Duration in months

36

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

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

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

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-009359](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

27 August 2021

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**

Tender must be valid until: 26 February 2022

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

Date

27 August 2021

Local time

11:00am

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

Electronic invoicing will be accepted

Electronic payment will be used

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

How to Express Interest in this Tender:

1. Register for a free account at <https://highways.bravosolution.co.uk>
2. Click the 'ITTs Open To All Suppliers' link. (These are Invitations to Tender (ITT) open to any registered supplier). Click on the relevant ITT to access the content. Click the 'Express Interest' button at the top of the page. This will move the ITT into your 'My ITTs' page. (This is a secure area reserved for your projects only) You can now access any attachments by clicking 'Buyer Attachments' in the 'ITT Details' box
3. Click 'My Response' under 'ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining). You can now use the 'Messages' function to communicate with Highways England and seek any clarification. Follow the onscreen instructions to complete the ITT. There may be a mixture of online & offline actions for you to perform. You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance please consult the online help, or contact the eTendering help desk.

Expressions of interest must be submitted from the applicants' registered office address. Each member of a Joint Venture (JV) must submit a letter from their own registered office confirming all company names in the proposed JV. Applicants can only participate in one JV. Further guidance on JVs is contained in the procurement documents.

Highways England reserves the right not to accept the highest scoring, or any, tender. Bidders should note that tenders are submitted at the supplier's own cost and risk. Highways England may cancel the competition or part of it for any reason, and bidders' costs will not be reimbursed. Highways England expressly reserves the right (i) not to award any contract as a result of this tendering exercise commenced by publication of this notice; and (ii) to make whatever changes it may see fit to the content and structure of the

tendering competition; and in no circumstances will Highways England be liable for any costs incurred by candidates.

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

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

See details at VI.4.3

See details at VI.4.3

Country

United Kingdom

##### **VI.4.2) Body responsible for mediation procedures**

Body responsible for mediation procedures

See details at VI.4.3

Country

United Kingdom

##### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Highways England will incorporate a minimum 10 calendar day standstill period at the point information on award of the contract is communicated to candidates. Appeals must be lodged in accordance with the Public Contracts Regulations (SI 2015 No. 102) as amended.