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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

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

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

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

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

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.