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Contract

Contract for the provision of the Crime Survey for England and Wales

Office for National Statistics

F20: Modification notice

Notice identifier: 2022/S 000-019482

Procurement identifier (OCID): ocids-h6vhtk-0352c2

Published 15 July 2022, 4:45pm

Section I: Contracting authority/entity

I.1) Name and addresses

Office for National Statistics

Government Buildings, Cardiff Road

Newport

NP10 8XG

Contact

Amy Chard

Email

amy.chard@ons.gov.uk

Telephone

+44 1633580049

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://in-tendhost.co.uk/ons/aspx/Home>

Buyer's address

<http://www.ons.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract for the provision of the Crime Survey for England and Wales

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.2) Description

II.2.2) Additional CPV code(s)

- 79315000 - Social research services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

The Crime Survey for England and Wales (CSEW) contract for research & data services supports the Office for National Statistics' (ONS) strategic objective of reliable and trusted data, which informs policy makers, Parliament and the public about crime.

The services improve knowledge of the volume and changing nature of criminality and victimisation which, in turn, informs the public policy response to crime.

The services under the CSEW contract act as a research and data source for ONS to produce crime statistics and inform the development of public policy response to crime. The Contractor provides the rolling annual datasets, on a quarterly basis, based on research interviews with a representative sample of:

- (a) Households and adults' resident in England and Wales; this covers their experience of crime in the previous 12 months, attitudes to crime and crime-related issues, awareness and use of crime prevention measures and essential demographic and background information to inform further analyses.
- (b) Children aged 10 to 15 years living in such households; this covers similar topics to the main interview but with a narrower focus on experience of personal crime and issues related specifically to children, such as bullying.

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

End date

30 September 2022

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2017/S 127-259083](#)

Section V. Award of contract/concession

Contract No

PU-18/0001

Title

Contract for the provision of the Crime Survey for England and Wales

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

9 March 2018

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

TNS

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £18,315,399

Section VI. Complementary information

VI.3) Additional information

The Contract Notice was published on 6 July 2017 (2017/S 127-259083).

A Contracts Finder Notice was subsequently published on 9 March 2018, which is available here:

<https://www.contractsfinder.service.gov.uk/Notice/710869e2-5b5f-4f6f-9c33-12e9bd378766>.

The total value at the time of conclusion of the contract in Section V.2.4 (Information on value of the contract/lot/ concession) does not take into consideration indexation. Under the terms of the CSEW contract, the Contractor is permitted to increase charges in line with an agreed inflationary indexation adjustment. As such, the total value of the contract after indexation is £19,234,018.23.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Royal Courts of Justice, Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<http://www.justice.gov.uk>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Any review proceedings will be dealt with in accordance with the requirements of the Public Contracts Regulations 2015 (as amended). Any review proceedings must be brought within the timescales specified by the applicable law.

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79310000 - Market research services

VII.1.2) Additional CPV code(s)

- 79315000 - Social research services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

ONS is seeking to increase the sample size for the survey, following requests from the Home Office and the UK Government's Implementation Unit, with an increase in the target number of interviews to 70,000 per year by 2024. This will include a boost to the face-to-face interview numbers and the introduction of a longitudinal panel element to the survey with further interviews conducted by telephone at 12 month intervals.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

End date

31 March 2024

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£28,849,818.23

VII.1.7) Name and address of the contractor/concessionaire

Kantar Public

6 More London Place

London

SE1 2QY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Due to COVID-19, all face-to-face survey operations ceased in March 2020 and the CSEW changed to a telephone survey operation (TCSEW), with the option of changing back to face-to-face surveys.

In April 2019, Kantar announced that it was unifying all its legacy brands (including Kantar TNS) and consolidating all services and offerings under the Kantar brand name, hence the name change to Kantar Public at Section VII.1.7 (Name and address of the contractor/concessionaire).

It is under a contract variation in July 2021 that ONS confirmed it would continue to operate the contract with Kantar for a further two years to 31 March 2024. A Modification Notice was published on 13 July 2021 for this contract variation (2021/S 133-355188), with an increased total value of £28,849,818.23.

ONS is seeking to increase the sample size for the survey, following requests from the Home Office and the UK Government's Implementation Unit, with an increase in the target number of interviews to 70,000 per year by 2024. This will include a boost to the face-to-face interview numbers and the introduction of a longitudinal panel element to the survey with further interviews conducted by telephone at 12 month intervals.

ONS will be running a competitive tender exercise for the CSEW Contract 2024 - 2029. A Prior Information Notice was published on 24 June 2022 (2022/S 000-017318) to inform the market of our intentions. ONS will update the market further in relation to the requirements for the future CSEW Contract in due course.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

The CSEW interview is conducted using trained interviewers and a specialised script programmed by Kantar. Another contractor would need to adapt the script to its systems, which would be a considerable amount of work. A new panel of interviewers would have to be trained to conduct the survey, which would result in a significant additional cost for ONS. It would not be possible to develop a new telephone script to complete the follow up interviews within the required timeframes.

ONS (and the Home Office) require the uplift in sample size from October 2022, with the telephone survey starting at the same point. The rapid mobilisation of the uplift in interview numbers is critical and appointing a new contractor would cause significant delay to ONS' ability to deliver the increased interviews.

ONS will continue to update the market, and recommends that interested suppliers register their for upcoming market warming & engagement events on our e-tendering portal Intend via the following link - <https://in-tendhost.co.uk/ons/aspx/Home>.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptions and average inflation)

Value excluding VAT: £28,849,818.23

Total contract value after the modifications

Value excluding VAT: £34,099,818.23