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Contract

## **Provision of User Satisfaction Surveys**

The Police and Crime Commissioner for Surrey

F03: Contract award notice

Notice identifier: 2025/S 000-022526

Procurement identifier (OCID): ocds-h6vhtk-0516ac

Published 19 May 2025, 11:24am

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

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

The Police and Crime Commissioner for Surrey

PO Box 412

Guildford

GU31YJ

#### **Contact**

Jenna Spink

#### **Email**

[jointprocurementservice@surrey.police.uk](mailto:jointprocurementservice@surrey.police.uk)

#### **Country**

United Kingdom

#### **Region code**

UKJ2 - Surrey, East and West Sussex

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<http://www.surrey.police.uk>

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

**II.1.1) Title**

Provision of User Satisfaction Surveys

Reference number

JPS1676

**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**

The delivery of a surveys to consult with victims of crime and gather useful data to help monitor and improve the services of Surrey Police.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £269,378

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

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

NUTS codes

- UKJ - South East (England)

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

Further competition run under CCS Research and Insights DPS RM6126.

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

Quality criterion - Name: Quality / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Cost criterion - Name: Price / Weighting: 30%

#### **II.2.11) Information about options**

Options: Yes

Description of options

2 x 12 month extensions available within the call-off order form.

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## **Section IV. Procedure**

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

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

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Further competition conducted under the CCS Research and Insights DPS

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract**

### **Contract No**

JPS1676

### **Title**

User Satisfaction Surveys

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

11 March 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 1

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

### **V.2.3) Name and address of the contractor**

Opinion Research Services Ltd

Swansea

SA1 1AF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02904006

The contractor is an SME

No

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £269,378

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## **Section VI. Complementary information**

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

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

The High Court

London

Country

United Kingdom