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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

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

www.surrey.police.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

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.

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

London

Country

United Kingdom