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Award

## **Provision of ONS Field Interviewers**

Office for National Statistics

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-024723

Procurement identifier (OCID): ocds-h6vhtk-04882c

Published 6 August 2024, 4:09pm

### **Section I: Contracting authority/entity**

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

Office for National Statistics

Government Buildings, Cardiff Road

NEWPORT

NP108XG

#### **Contact**

Sophie Keal

#### **Email**

[sophie.keal@ons.gov.uk](mailto:sophie.keal@ons.gov.uk)

#### **Telephone**

+44 1329890246

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.ons.gov.uk](http://www.ons.gov.uk)

Buyer's address

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

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

Other type

Non departmental government body

**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 ONS Field Interviewers

Reference number

PU-24-0178

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

- 79620000 - Supply services of personnel including temporary staff

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

Services

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

Field Interviewers at ONS conduct interviews, collect household data and provide support to complete online surveys with members of the public for a number of official surveys, to help inform Government about the state of the nation. Sampled addresses for ONS interviewers to visit are nationally spread and ONS currently has a fieldforce of c500 permanent interviewers.

#### **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: £970,000

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

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

NUTS codes

- UK - United Kingdom

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

Field Interviewers at ONS conduct interviews, collect household data and provide support to complete online surveys with members of the public for a number of official surveys, to help inform Government about the state of the nation. Sampled addresses for ONS interviewers to visit are nationally spread and ONS currently has a fieldforce of c500 permanent interviewers. This represents a shortfall of interviewers across England, Wales & Scotland in certain locations within which Contingent labour is required on a fixed term basis to provide ONS field interviewer resource. There are a number of limitations on civil service recruitment rules currently impacting on ONS ability to recruit field interviewers into targeted areas on a permanent basis. A specialist recruitment agency is required to source and place candidates to fulfil the ONS field interviewer role in specified areas on a fixed term basis.

The current contract is governed by the Crown Commercial Services RM6277; Provision of Non Clinical Staff Lot1 - Admin & Clerical

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

Options: No

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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:

ONS are currently nearing completion of a major survey transformation project, moving its Labour Force survey from an offline data collection survey (i.e interviewer administered data collection ) to a predominantly online survey (i.e self completion, as per census).

The survey design for the new transformed labour force survey requires field interviewers to visit addresses in certain areas who have not completed the online survey, in order to encourage completion and provide support. These addresses tend to be more clustered within major conurbations and 'harder to reach' community groups - such as those living in flats, younger people and those within the lower classifications of the index of multiple deprivation (i.e the more deprived). Given this profile of addresses to visit, ONS has a higher demand for interviewer resource in certain geographic areas and is struggling to

recruit requisite interviewer resources into these areas through its current civil service recruitment process.

ONS Social Surveys Operations is responsible for collecting the data for the social and economic surveys commissioned by government departments and other public bodies. It acts as a bridge between the Government and the people, providing information and making it possible for policy makers to keep in touch with the circumstances and opinions of the general public and to plan for future public services to meet the needs of the population.

ONS is seeking to increase the extension available with Randstad Solutions Limited to 5 months, increasing the contract value by £300k. This is due to the numbers of additional staff being increased due to the continuation of the Labour force survey (LFS). Randstad recruited field staff meet all essential criteria to fulfil the role and had the necessary training needed to continue to carry out the work.

ONS may extend the contract by up to 5 months.

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

The procurement is covered by the Government Procurement Agreement: Yes

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

A contract/lot is awarded: Yes

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

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

5 January 2024

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

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

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

Randstad Solutions Limited

450 Capability Green

Luton

LU1 3LU

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

02389033

Internet address

[www.randstad.co.uk](http://www.randstad.co.uk)

The contractor/concessionaire is an SME

No

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

Initial estimated total value of the contract/lot/concession: £970,000

Total value of the contract/lot/concession: £970,000

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## **Section VI. Complementary information**

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

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

High Court of England and Wales

Royal Courts of Justice, Strand

London

WC2A 2LL

Telephone

+44 2079477882

Country

United Kingdom

Internet address

[www.justice.gov.uk](http://www.justice.gov.uk)