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Tender

## **ID 4692815 DfE - Tourism NI - Consumer Sentiment Research**

Tourism Northern Ireland

F02: Contract notice

Notice identifier: 2023/S 000-029320

Procurement identifier (OCID): ocds-h6vhtk-040804

Published 4 October 2023, 5:06pm

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

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

Tourism Northern Ireland

10-12 Bedford Street

BELFAST

BT2 7ES

#### **Email**

[info@tourismni.com](mailto:info@tourismni.com)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

## **Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps>

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

Body governed by public law

## **I.5) Main activity**

General public services

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## **Section II: Object**

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

#### **II.1.1) Title**

ID 4692815 DfE - Tourism NI - Consumer Sentiment Research

Reference number

ID 4692815

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

- 79311000 - Survey services

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

Services

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

Tourism Northern Ireland (Tourism NI) is responsible for the marketing of Northern Ireland (NI) as a tourist destination to domestic tourists (from within NI) and visitors from the Republic of Ireland (ROI). Under the Tourism NI Operating Plan (2023/24), the Insights and Intelligence Service (IIS) is tasked with delivering a robust evidence base for Tourism NI, industry and stakeholders to help inform policy and strategy development and operational decisions. Within Tourism NI, the IIS is responsible for providing internal and external stakeholders with robust and relevant research, intelligence, and information to support the growth of the NI tourism industry via robust, analysis and insight into how such issues affect NI and ROI consumers. See ID 4692815 Specification document for further information.

### **II.1.5) Estimated total value**

Value excluding VAT: £534,732

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79310000 - Market research services
- 79311100 - Survey design services
- 79320000 - Public-opinion polling services
- 79342310 - Customer survey services

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

NUTS codes

- UKN - Northern Ireland

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

Tourism Northern Ireland (Tourism NI) is responsible for the marketing of Northern Ireland (NI) as a tourist destination to domestic tourists (from within NI) and visitors from the Republic of Ireland (ROI). Under the Tourism NI Operating Plan (2023/24), the Insights and Intelligence Service (IIS) is tasked with delivering a robust evidence base for Tourism NI, industry and stakeholders to help inform policy and strategy development and operational decisions. Within Tourism NI, the IIS is responsible for providing internal and external stakeholders with robust and relevant research, intelligence, and information to support the growth of the NI tourism industry via robust, analysis and insight into how such issues affect NI and ROI consumers. See ID 4692815 Specification document for further information.

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

Quality criterion - Name: AC1 Proposed Methodology for Quantitative Research / Weighting: 24.5

Quality criterion - Name: AC2 Proposed Methodology for Qualitative Research / Weighting: 14

Quality criterion - Name: AC3 Key Personnel Experience / Weighting: 14

Quality criterion - Name: AC4 Contract Management / Weighting: 7

Quality criterion - Name: AC5 Social Value / Weighting: 10.5

Cost criterion - Name: AC6 Total Contract Price / Weighting: 30

## **II.2.6) Estimated value**

Value excluding VAT: £534,732

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

This contract is an ongoing requirement for TNI and may be subject to renewal after the current contract expires.

#### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: Yes

Description of options

Options to extend for a further two periods of up to 12 months each

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

The estimated total contract value in II.2.6 is a maximum estimated figure for the entire duration of the contract. There is no guarantee of work spend given. Options will align with budgets which are subject to confirmation and approval by Tourism NI and are not guaranteed.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

SC1 Company Experience and SC2 Fair Work, as detailed in the tender documents.

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As detailed in the tender documents

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

8 November 2023

Local time

3:00pm

#### **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: 6 February 2024

#### **IV.2.7) Conditions for opening of tenders**

Date

8 November 2023

Local time

3:30pm

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### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: No

#### **VI.3) Additional information**

Contract Monitoring. The successful contractor's performance on the contract will be regularly monitored. Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and your performance does not improve to satisfactory levels within the specified period, this can be considered grounds for termination of the contract at your expense as provided for in the Conditions of Contract. In lieu of termination, CPD may issue a Notice of Written Warning or a Notice of Unsatisfactory Performance. A supplier in receipt of multiple Notices of Written Warning or a Notice of Unsatisfactory Performance may, in accordance with The Public Contracts Regulations 2015 (as amended) be excluded from future public procurement competitions for a period of up to three years. The Authority expressly reserves the rights: (I) not to award any contract as a result of the procurement process commenced by publication of this notice; (II) to make whatever

changes it may see. fit to the content. and structure of the tendering Competition; (III) to award (a) contract(s). in respect of any part(s) of the services covered by this notice; and. (IV) to award contract(s). in stages. In no circumstances will the Authority be liable for any costs incurred by. candidates.

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

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

The UK does not have any such bodies with responsibility for appeal/mediation procedures. Instead; any challenges are dealt with by the High Court, Commercial Division, to which proceedings may be issued regarding alleged breaches of the PCR 2015 as amended.

Belfast

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

CPD will comply with the Public Contracts Regulations 2015 (as amended) and, where. appropriate, will incorporate a standstill period (i.e. a minimum of 10 calendar days) at the. point information on the award of contract is communicated to tenderers. That notification. will provide full information on the award decision. This provides time for the unsuccessful. tenderers to challenge the award decision before the contract is entered into.