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Contract

P-2449 Public Transport Customer Satisfaction Monitoring

Translink

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-033390

Procurement identifier (OCID): ocds-h6vhtk-035f55

Published 24 November 2022, 3:23pm

Section I: Contracting entity

I.1) Name and addresses

Translink

Procurement Department

Belfast

BT2 7LX

Contact

michael.kerrtranslink.co.uk

Email

michael.kerr@translink.co.uk

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.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

P-2449 Public Transport Customer Satisfaction Monitoring

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

Translink wishes to appoint a service provider to facilitate customer satisfaction monitoring amongst Translink bus and rail passengers in Northern Ireland. Your response must be submitted via the relevant Call for Tender (CfT) on the eTendersNI portal. Instructions on how to submit your response can be found within the Interactive Walkthrough on the eTendersNI Homepage. No other method of submission will be accepted.

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: £850,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79342310 - Customer survey services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Translink wishes to appoint a service provider to facilitate customer satisfaction monitoring amongst Translink bus and rail passengers in Northern Ireland. Your response must be submitted via the relevant Call for Tender (CfT) on the eTendersNI portal. Instructions on how to submit your response can be found within the Interactive Walkthrough on the eTendersNI Homepage. No other method of submission will be accepted.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Financial / Weighting: 30

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-022752](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 November 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Client Analysis Relationship Development CARD GROUP

13 University Street

BELFAST

BT7 1FY

Email

albert.hamilton@card-group.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

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

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £850,000

Total value of the contract/lot: £850,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Translink Ltd

Belfast

Country

United Kingdom