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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](mailto: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

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**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

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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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

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

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## **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](mailto: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

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## **Section VI. Complementary information**

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

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

Translink Ltd

Belfast

Country

United Kingdom