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Tender

Public Engagement and Satisfaction Surveys for West Yorkshire Police

West Yorkshire Police

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-053972

Procurement identifier (OCID): ocids-h6vhtk-059440

Published 4 September 2025, 2:51pm

Scope

Reference

110-POL-25

Description

West Yorkshire Police (WYP) require a Force victims' satisfaction programme, as well as ad-hoc public engagement.

Approximately 10,700 satisfaction surveys are currently undertaken by telephone per year as part of an ongoing monthly programme, allowing analysis of the Force to be completed and reported upon. These surveys measure satisfaction with the police service that victims and/or callers have received and allows WYP to identify where improvements could be made.

On an ad-hoc basis other mechanisms of consultation and engagement may be required to explore new issues or to increase understanding of themes identified via existing surveys. A wider range of methodologies may be used for this including online surveys, focus groups and face to face surveys.

All Tender documentation for this opportunity can be accessed via the Bluelight Electronic Tendering Portal: <https://sell2.in-tend.co.uk/blpd/home>

Total value (estimated)

- £540,000 excluding VAT
- £648,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years

Description of possible extension:

The contract includes the provision to extend for a further 2 x 12-months.

Main procurement category

Services

CPV classifications

- 79311210 - Telephone survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UKE - Yorkshire and the Humber

Participation

Legal and financial capacity conditions of participation

Financial Capacity : Experian Credit Rating Risk Score - minimum score of 51 required.

Insurance Levels required following Contract Award:

- Employer's Liability Insurance - £5million
- Public Liability Insurance - £5million
- Professional Indemnity Insurance - £1million

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

22 September 2025, 2:00pm

Tender submission deadline

30 September 2025, 2:00pm

Submission address and any special instructions

All Tendering activity for this procurement will be conducted through the Bluelight Electronic Tendering Portal at:

<https://sell2.in-tend.co.uk/blpd/home>

A Supplier Guide explaining how to use the tendering portal is available at:

<https://bluelightcommercial.police.uk/media/2284/sell2bluelight-in-tend-full-supplier-guide.pdf>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

27 October 2025

Award criteria

Name	Description	Type	Weighting
Service Delivery	Please refer to the Tender documents (which can be accessed through the Bluelight Electronic Tendering Portal: https://sell2.in-tend.co.uk/blpd/home) for further details of the award criteria.	Price	50%
Service Delivery	Please refer to the Tender documents (which can be accessed through the Bluelight Electronic Tendering Portal: https://sell2.in-tend.co.uk/blpd/home) for further details of the award criteria.	Quality	40%
Social Value	Please refer to the Tender documents (which can be accessed through the Bluelight Electronic Tendering Portal: https://sell2.in-tend.co.uk/blpd/home) for further details of the award criteria.	Quality	10%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

West Yorkshire Police

- Public Procurement Organisation Number: PQLT-6495-QHVP

PO Box 9, Laburnum Road

Wakefield

WF1 3QP

United Kingdom

Email: yb.procurement@westyorkshire.police.uk

Region: UKE45 - Wakefield

Organisation type: Public authority - sub-central government