

**United Kingdom-Birmingham: Research and development services and related consultancy services**

OJ S 15/2018 23/01/2018

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Midland Heart Limited

Postal address: 20 Bath Row

Town: Birmingham

NUTS code: UK United Kingdom

Postal code: B15 1LZ

Country: United Kingdom

E-mail: [procurement.team@midlandheart.org.uk](mailto:procurement.team@midlandheart.org.uk)**Internet address(es):**Main address: <http://www.midlandheart.org.uk/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://iewm.bravosolution.co.uk/web/login.shtml?\\_ncp=1375434462958.69516-1](https://iewm.bravosolution.co.uk/web/login.shtml?_ncp=1375434462958.69516-1)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://iewm.bravosolution.co.uk/web/login.shtml?\\_ncp=1375434462958.69516-1](https://iewm.bravosolution.co.uk/web/login.shtml?_ncp=1375434462958.69516-1)

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Housing and community amenities

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Customer Satisfaction Measurement Programme

Reference number: MH441

**II.1.2. Main CPV code**

73000000 Research and development services and related consultancy services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The objective of Midland heart's customer satisfaction measurement programme is to gather critical customer satisfaction feedback data on a monthly basis from customers who have had recent experiences of core services.

Please note, this is very much a transaction/service driven programme as opposed to a Star style programme. A telephone interview methodology will be adopted in order to gather feedback from customers covering a range of key service areas. It must be noted, although a telephone approach will make up the majority of the programme, Midland heart are also keen to explore alternative feedback approaches, including SMS and e-mail.

In total, approximately 1 600 telephone interviews will be conducted per month, subject to sufficient number of customer contacts being available. 12 service areas contribute to the wider customer satisfaction measurement programme.

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

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

This contract is divided into lots: no

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

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

NUTS code: UK United Kingdom

Main site or place of performance: Midlands.

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

The objective of Midland heart's customer satisfaction measurement programme is to gather critical customer satisfaction feedback data on a monthly basis from customers who have had recent experiences of core services. Please note, this is very much a transaction/service driven programme as opposed to a Star style programme. The feedback data collected is integral in shaping services for the future and ensuring Midland heart is continually striving to increase customer satisfaction levels.

Due to the current economic climate, where funds are limited, there is a much greater emphasis within Midland Heart to collect reliable and robust customer satisfaction data in order to measure the performance of services, and contractors, across Midland heart.

A telephone interview methodology will be adopted in order to gather feedback from customers covering a range of key service areas. It must be noted, although a telephone approach will make up the majority of the programme, Midland Heart are also keen to explore alternative feedback approaches, including SMS and e-mail.

In total, approximately 1 600 telephone interviews will be conducted per month, subject to sufficient number of customer contacts being available. 12 service areas contribute to the wider customer satisfaction measurement programme.

The contract period is for 2 years with the option to extend for a further 2 years in annual increments (1 year + 1 year), subject to satisfactory performance being met by the supplier. More information is available in the draft ITT documents provided in the project attachments section on bravo solution.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

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

Start: 01/09/2018 End: 31/08/2020

This contract is subject to renewal: yes

Description of renewals:

The contract period is for 2 years with the option to extend for a further 2 years in annual increments (1 year + 1 year), subject to satisfactory performance being met by the supplier.

**II.2.10. Information about variants**

Variants will be accepted: yes

**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

**II.2.14. Additional information**

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**Section III: Legal, economic, financial and technical information**

**III.1. Conditions for participation**

**III.1.2. Economic and financial standing**

List and brief description of selection criteria:

Suppliers turnover must be at least two times greater than or equal to the annual.

Value of this contract or applicable lot(s) to be successful in this PQQ.

Insurance is pass/fail criteria and Midland heart will require the following levels:

- Product Liability = 5 000 000 GBP.
- Public Liability = 5 000 000 GBP.
- Employers Liability = 5 000 000 GBP.

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**Section IV: Procedure**

**IV.1. Description**

**IV.1.1. Type of procedure**

Restricted procedure

**IV.1.3. Information about a framework agreement or a dynamic purchasing system**

**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: 26/02/2018 Local time: 17:00

**IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 26/03/2018

**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**

Duration in months: 4 (from the date stated for receipt of tender)

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:  
2022.

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: The High Court of England and Wales

Town: London

Country: United Kingdom

**VI.5. Date of dispatch of this notice**

19/01/2018