

Ireland-Dublin: Customer survey services
OJ S 80/2023 24/04/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: National Museum of Ireland

National registration number: N/A

Postal address: Collins Barracks

Town: Dublin 7

NUTS code: IE Éire / Ireland

Postal code: Benburb Street

Country: Ireland

Contact person: Paige Hagenov

E-mail: phagenov@museum.ie

Telephone: +353 16486479

Internet address(es):

Main address: <https://www.museum.ie/en-ie/home>

Address of the buyer profile: <https://irl.eu-supply.com/ctm/Company/CompanyInformation/Index/290>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=240599&B=ETENDERS_SIMPLE

[PID=240599&B=ETENDERS_SIMPLE](http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=240599&B=ETENDERS_SIMPLE)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: http://irl.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=240599&B=ETENDERS_SIMPLE

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

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

NMI/2023/15 Provision of Visitor Audience Survey Services

Reference number: NMI/2023/15

II.1.2.

Main CPV code

79342310 Customer survey services

II.1.3. Type of contract

Services

II.1.4. Short description

The objective of this invitation is to secure the services of a company or agency to deliver the National Museum of Ireland's ongoing and developing audience research programme as part of the Visitor Transformation Project. We require a range of data and insights about our visitors and audience to assist in the delivery of our new Strategic Plan and Capital Development Programme. NMI is seeking a suitably qualified contractor to deliver onsite and digital research with experience in the arts and cultural sector, particularly within venues (galleries, museums, theatres) to provide a range of services. In line with Public Service Innovation and NMI's commitment to innovation, NMI are particularly interested in a methodology that uses the principles of service design in data collection, analysis and recommendations relating to data insights.

II.1.5. Estimated total value

Value excluding VAT: 500 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

72221000 Business analysis consultancy services, 73110000 Research services, 73200000 Research and development consultancy services, 73300000 Design and execution of research and development, 79300000 Market and economic research; polling and statistics, 79310000 Market research services, 79311000 Survey services, 79311100 Survey design services, 79311200 Survey conduction services, 79311300 Survey analysis services, 79315000 Social research services, 79320000 Public-opinion polling services, 79330000 Statistical services, 79342311 Customer satisfaction survey

II.2.3. Place of performance

NUTS code: IE Éire / Ireland

II.2.4. Description of the procurement

The objective of this invitation is to secure the services of a company or agency to deliver the National Museum of Ireland's ongoing and developing audience research programme as part of the Visitor Transformation Project. We require a range of data and insights about our visitors and audience to assist in the delivery of our new Strategic Plan and Capital Development Programme. NMI is seeking a suitably qualified contractor to deliver onsite and digital research with experience in the arts and cultural sector, particularly within venues (galleries, museums, theatres) to provide a range of services. In line with Public Service Innovation and NMI's commitment to innovation, NMI are particularly interested in a methodology that uses the principles of service design in data collection, analysis and recommendations relating to data insights. Surveys should also take a visitor centred view. The required services will include data capture and insights relating to: General visitors to all four sites including demographic and sentiment; Events, workshops, tours and temporary exhibition programmes; Online users in particular online events; Mystery shoppers that take a focus on an overall visitor experience and site offering feedback; Potential for focus groups to

assist in consultation on future capital developments and new initiatives; The successful tenderer will build upon NMI's existing regular annual visitor survey and ensure continuity with previous surveys conducted at NMI's sites.

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

Value excluding VAT: 500 000,00 EUR

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

Duration in months: 48

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

s stated in procurement documents available to download from www.etenders.gov.ie using RFT ID 239256

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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: 18/05/2023 Local time: 00:00

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

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: 12 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 18/05/2023 Local time: 17:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

- 1) Interested parties must register their interest on the eTenders web site (www.etenders.gov.ie) in order to be included on the mailing list for clarifications. All information relating to attachments, including clarifications and changes, will be published on the Irish Government Procurement Opportunities Portal (www.etenders.gov.ie) only. Registration is free of charge. The contracting authority will not accept responsibility for information relayed (or not relayed) via third parties;
- 2) Suppliers must register their interest on the eTenders web site (www.etenders.gov.ie) in order to be included on the mailing list for clarifications and to respond electronically to the competition. There is a maximum upload limit of 2GB per document on etenders. Documents larger than this should be divided into smaller files prior to upload or zipped.
- 3) Should you experience difficulty when uploading documents please contact the eTenders Support Desk for technical assistance. Email etenders@eu-supply.com or Telephone: 353 (0) 21 243 92 77 (09:00am – 17:30pm GMT)
- 4) All queries regarding this tender requirement or process must be submitted through the Irish Government Procurement Opportunities Portal www.etenders.gov.ie (RFT ID: 239256) as a specific question. Responses will be circulated to those tenderers that have registered an interest in this notice on www.etenders.gov.ie The details of the person making a query will not be disclosed when circulating the response
- 5) This is the sole call for competition for this contract/framework.
- 6) The contracting authority will not be responsible for any costs, charges or expenses incurred by candidates or tenderers.
- 7) Contract award will be subject to the approval of the competent authorities.
- 8) It will be a condition of award that the successful tenderer is and remains tax compliant.

9) At its absolute discretion, the contracting authority may elect to terminate this procurement process, the framework agreement or any contract awarded under the framework agreement at any time.

10) Please note in relation to all documents, that where reference is made to a particular standard, make, source, process, trademark, type or patent, that this is not to be regarded as a de facto requirement. In all such cases it should be understood that such indications are to be treated strictly and solely for reference purposes only, to which the words "or equivalent" will always be appended.

11) Without prejudice to the principle of equal treatment, the contracting authority is not obliged to engage in a clarification process in respect of the procurement documents with missing or incomplete information. Therefore, respondents are advised to ensure that they return completed documentation in order to avoid the risk of elimination from the competition.

VI.4. Procedures for review

VI.4.1. Review body

Official name: High Court

Town: Ireland

Country: Ireland

VI.5. Date of dispatch of this notice

19/04/2023