

**United Kingdom-Devizes: Customer survey services**

OJ S 146/2013 30/07/2013

Contract notice

Services

Directive 2004/18/EC

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Aster Communities

Postal address: Sarsen Court, Horton Avenue, Cannings Hill

Town: Devizes

Postal code: SN10 2AZ

Country: United Kingdom

Contact person: Customer Surveys Tender Administrator

E-mail: [surveytender@astercommunities.co.uk](mailto:surveytender@astercommunities.co.uk)

Telephone: +44 1264405681

**Internet address(es):**General address of the contracting authority: <http://www.astercommunities.co.uk/>**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: All members and partners of the Aster Group (details available from the Aster

Group website <http://www.aster.co.uk>)

Postal address: Sarsen Court, Horton Avenue, Cannings Hill,

Town: Devizes

Postal code: SN10 2AZ

Country: United Kingdom

**Section II: Object of the contract**

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**II.1. Description****II.1.1. Title attributed to the contract by the contracting authority**

Customer Survey Services.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 10: Market research and public opinion polling services  
Main site or place of performance: South and South West of England, UK.  
NUTS code UKK2 Dorset and Somerset

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

The notice involves a public contract

### **II.1.4. Information about framework agreement**

### **II.1.5. Short description of the contract or purchase(s)**

The service will cover provision of customer surveys (such as but not limited to satisfaction surveys) mainly in the social housing and care and support sectors. Services will be carried out for Aster Communities and potentially other members and partners of the Aster Group.

The Aster Group owns and manages more than 27,000 general needs, leasehold and supported homes in and around Dorset, Hampshire, Somerset and Wiltshire. It provides services to over 75 000 people across the south and south west of England. Our mission is to create strong and sustainable communities where people flourish and we are committed to making a positive difference to peoples's lives. For details of the Aster group and its members see <http://www.aster.co.uk>

The quality of customer information is of paramount importance in helping to ensure customer satisfaction in the services we deliver. We are seeking therefore to appoint one Service Provider who can deliver value for money services to the highest possible standards and can demonstrate to the satisfaction of the Aster Group a proven track record in the delivery of these services.

Service Providers will be required to complete a pre-qualification questionnaire (PQQ) and the evaluation of this PQQ will establish those companies that will be permitted to tender.

Expressions of interest are welcome from not only suitable Service Providers but also social enterprises providing they are able to comply with the minimum levels for participation as set out herewith and in the PQQ.

The successful Service Provider(s) must be able to show a commitment to providing effective services that provide value for money to Aster Communities and the other group members.

The proposed contract period will be 3 years commencing on or about the 1st March 2014 and with the option for two extensions to this initial period each for a period of up to a further 1 year all subject to provisions for successful performance and earlier termination including a break clause.

Aster Communities reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Applicants are to be responsible for all of the costs and expenses they incur as a result of participating in this procurement process irrespective of whether the procedure is completed or is abandoned without any appointment.

All expressions of interest and requests to participate must be made by emailing the contact point in section I.1) quoting reference "TEN-PQQ44/12AC".

### **II.1.6. CPV code(s)**

79342310 Customer survey services, 79342311 Customer satisfaction survey

### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **II.1.8. Lots**

This contract is divided into lots: no

### **II.1.9. Information about variants**

Variants will be accepted: no

## **II.2. Scope of the procurement**

### **II.2.1. Total quantity or scope**

Estimated value excluding VAT:

Range: between 225 200 and 1 420 000 GBP

### **II.2.2. Information about options**

Options: yes

Description of options: Any contract resulting from this Procurement may be extended beyond the initial 3 years up to 2 times, each extension being for a 1 year period. Any such extensions would be subject to satisfactory performance and the agreement of both parties.

Provisional timetable for recourse to these options:  
in months: 30 (from the award of the contract)

### **II.2.3. Information about renewals**

This contract is subject to renewal: no

## **II.3. Duration of the contract or time limit for completion**

Duration in months: 60 (from the award of the contract)

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

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

Any deposits, bonds or guarantees required by the Contracting Authority will be set out in the Tender Documents.

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

As detailed in the Tender Documents.

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Groupings of Economic Operators may be required to form a single legal entity for the Contracting Authority to contract with. Economic Operators forming a consortium will be expected to have joint and several liability.

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Details of any conditions will be set out in the Tender Documents, these will include conditions relating to social requirements.

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Bidders will be required to complete the Contracting Authority's pre-qualification questionnaire ("PQQ") which can be obtained from the contact point in section I.1).

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: The information and formalities set out in Article 47 of Directive 2004/18/EC and Regulation 24 Public Contracts Regulations 2006. These requirements are set out in the PQQ referred to in III.2.1) above, which can be obtained from the address in Section I.1).

Minimum level(s) of standards possibly required: These are set out in the PQQ.

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

The information and formalities set out in Article 48 of Directive 2004/18/EC and Regulation 25 Public Contracts Regulations 2006. These requirements are set out in the PQQ referred to in III.2.1) above, which can be obtained from the address in Section I.1).

Minimum level(s) of standards possibly required:

These are set out in the PQQ.

### **III.2.4. Information about reserved contracts**

#### **III.3. Conditions specific to services contracts**

##### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

##### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Restricted

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

Envisaged minimum number 5

Objective criteria for choosing the limited number of candidates: These are set out in the PQQ, see section III.2) above.

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

### **IV.3. Administrative information**

#### **IV.3.1. File reference number attributed by the contracting authority**

TEN44/12AC

#### **IV.3.2. Previous publication concerning this procedure**

no

**IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Time limit for receipt of requests for documents or for accessing documents: 16.8.2013 - 17:00  
Payable documents: no

**IV.3.4. Time limit for receipt of tenders or requests to participate**

28.8.2013 - 12:00

**IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

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

**VI.3. Additional information**

All expressions of interest and requests for the PQQ must be made by emailing the contact point in Section I.1) quoting reference "TEN-PQQ44/12AC".

All enquiries relating to the PQQ or the pre-qualification process generally shall also be made via email to the contact point in Section I.1) but must be received no later than 17:00 (BST) on 16.8.2013. It will not be possible to respond to any enquiries received after that date and time. The Contracting Authority reserves the right to withdraw from this procurement procedure at anytime without awarding a contract. Economic Operators shall be responsible for the costs and expenses they incur as a result of participating in this procurement process. The Authority and or its advisors shall not be liable for and will not pay any costs in respect of the preparation of any pre-qualification or subsequent tender submission of any applicant or bidder whether they are successful or unsuccessful. This shall equally apply in the event that the procurement process is postponed, cancelled or abandoned by the Contracting Authority at any stage and for whatever reason. Economic Operators shall be deemed to have unequivocally accepted this as a condition precedent to participation in this procurement process.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: See section VI.4.2 below.

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: Precise information on deadline(s) for lodging appeals: The contracting authority will incorporate a minimum 10 calendar day

standstill period at the point information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Such additional information should be requested from the address in section I.1. If an appeal regarding the award of a contract has not been successfully resolved the Public Contracts Regulations 2006 (SI 2006 No5) provide for the aggrieved parties who have been harmed or are at risk of harm by a breach of rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought promptly (generally within 3 months or in the case of an ineffectiveness claim within 30 days subject to notification of the conclusion of the contract). Where a contract has not been entered into the Contracting Authority is obliged to suspend the contract-making and the Court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract has been entered into the Court may award damages and order the ineffectiveness of the contract or alternative subject to the time limits mentioned above.

**VI.4.3. Service from which information about the review procedure may be obtained**

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

25.7.2013