

United Kingdom-Devizes: Customer survey services
OJ S 144/2014 30/07/2014
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

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 Services Tender Administrator

E-mail: surveytender@astercommunities.co.uk

Telephone: +44 1264405681

Internet address(es):

General address of the contracting authority: <http://www.astercommunities.co.uk/>

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

II.1. Description

II.1.1. Title

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 (DPS)

II.1.4.

Short description of the contract or purchase(s)

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.

II.1.5. CPV code(s)

79342310 Customer survey services, 79342311 Customer satisfaction survey

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 506 700 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of
1. As stated in the Invitation to Tender. Weighting 1

IV.2.2. Information about electronic auction

An electronic auction has been 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

Contract notice

Notice number in the OJ S: [2013/S 146-254167](#) of 30.7.2013

Section V: Award of contract

Contract No: 44/12AC

V.1. Date of conclusion of the contract

24.6.2014

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Opinion Research Services Ltd
Postal address: The Strand
Town: Swansea

Postal code: SA1 1AF
Country: United Kingdom
E-mail: info@ors.org.uk
Telephone: +44 1792535300

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 1 420 000 GBP

excluding VAT

Total value of the procurement:

Value: 506 700 GBP

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

Official name: See VI.3.2 below

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: 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.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

28.7.2014