

United Kingdom-London: Tablet computer

OJ S 128/2020 06/07/2020

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: European Social Survey ERIC

Postal address: ESS ERIC HQ, c/o City University London, Northampton Square

Town: London

NUTS code: UKI4 Inner London - East

Postal code: EC1V 0HB

Country: United Kingdom

Contact person: Professor Rory Fitzgerald

E-mail: tenders.esseric@city.ac.uk

Telephone: +44 7528946172

Internet address(es):

Main address: www.europeansocialsurvey.org

Address of the buyer profile: https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA36629

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.europeansocialsurvey.org/about/procurement.html>

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Other type: European Research Infrastructure Consortium (ERIC)

I.5. Main activity

Other activity: Research infrastructure (social sciences)

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

ESS Electronic Questionnaire Device

Reference number: 20/001

II.1.2. Main CPV code

30213200 Tablet computer

II.1.3. Type of contract

Supplies

II.1.4. Short description

The ESS electronic questionnaire device is required to enable completion of a questionnaire on a dedicated device. Bidders should outline in their proposal how to create or tailor an existing device (e.g. tablet) which is capable of allowing respondents to self-administer the ESS questionnaire so it can be used in parallel with web surveys. The battery powered device would be used to collect questionnaire data off-line and would be simple to use. No log in would be required, it would have a touch screen functionality (and possible voice recording for open items) and there would be no other accessible apps or settings besides the survey app when in interviewing mode. The device would be designed so it could be left by interviewers at respondent's homes with instructions on who should complete it. A special function would allow data to be uploaded to a central server by an interviewer once they got the device to their home. With a cleaning protocol the devices could be used for multiple respondents (this might require a waterproof device or the use of a durable see-through case that could be replaced each time - bidders should outline their proposed approach). The device would have no use beyond survey completion. The questionnaire would be designed to be as similar as possible to a web questionnaire (ESS centrally uses Qualtrics) to maximise equivalence across the self-completion modes. Bidders would be asked to develop a tool where data could be uploaded to different national fieldwork agencies directly from the device (ideally without transmitting it via third party servers). Bidders are asked to be creative on how such a device can be set up.

II.1.5. Estimated total value

Value excluding VAT: 200 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

48100000 Industry specific software package

II.2.3. Place of performance

NUTS code: 00 Other or Not Specified

Main site or place of performance: Europe or UK or other.

II.2.4. Description of the procurement

In many ESS countries there is no sample frame of individuals available to direct a postal request to participate in a survey to. In some ESS countries access to the internet is restricted to under two thirds of adults making web surveys unlikely to ensure adequate coverage of the target population. If face-to-face interviewing in home becomes impossible, very difficult or significantly less productive, then self-completion becomes the default mode. One cannot use web surveys everywhere and paper self-completion questionnaires are problematic (especially for a long survey like ESS). Therefore, an innovative product is proposed – the ESS electronic questionnaire device. Bidders should outline in their proposal how to create or tailor an existing device (e.g. tablet) which is capable of allowing respondents to self-administer the ESS questionnaire so it can be used in parallel with web surveys. The battery powered device would be used to collect questionnaire data off-line and would be simple to use. No log in would be required, it would have a touch screen functionality (and possible voice recording for open items) and there would be no other accessible apps or settings besides the survey app when in interviewing mode. This would mean even the most technologically unskilled would find it easy to use, it would not allow the respondent to go back to previous answers to

preserve confidentiality and would auto sleep to save power when not in use). The device would be designed so it could be left by interviewers at respondent's homes with instructions on who should complete it (following door step interaction to introduce the survey and conduct the selection of the individual respondent). Interviewers would call back to collect the devices (or perhaps they could be returned by mail). A special function would allow data to be uploaded to a central server by an interviewer once they got the device to their home. With a cleaning protocol the devices could be used for multiple respondents (this might require a waterproof device or the use of a durable see-through case that could be replaced each time — bidders should outline their proposed approach). The device would have no use beyond survey completion and the ESS would use conditional incentives to ensure high return rates. The questionnaire would be designed to be as similar as possible to a web questionnaire (ESS centrally uses Qualtrics) to maximise equivalence across the self-completion modes. Bidders would be asked to develop a tool where data could be uploaded to different national fieldwork agencies directly from the device (ideally without transmitting it via third party servers). Bidders are asked to be creative on how such a device can be set up. Most likely existing hardware might be used such as adapting tablets for this purpose but other proposals are welcome (very small devices should be avoided to ensure older respondents are comfortable using it). The organisation appointed would firstly conduct a scoping exercise to guide an outline for the best approach to developing an ESS electronic questionnaire device. Once agreed with the ESS ERIC HQ the organisation will develop the tool so that the ESS Round 10 questionnaire can be administered (in 4 languages) amongst the general public (translations will be provided by the ESS team). The appointed organisation would then test the use of the device with 40 respondents in each country (using a quota approach to ensure a range of age, gender and educational levels). That testing would combine in-lab and in-home testing and might involve methods such as cognitive interviewing, respondent and interviewer debriefs, eye tracking and behavior coding. Following the testing recommendations for the usability of the device would be made. Possible improvements would be specified and the costs estimated for implementing them specified.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Project management / Weighting: 20

Quality criterion - Name: Project methodology / Weighting: 30

Price - Weighting: 50

II.2.6. Estimated value

Value excluding VAT: 200 000,00 EUR

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

Start: 28/08/2020 End: 31/05/2021

This contract is subject to renewal: yes

Description of renewals:

Subject to decision of the Director of ESS ERIC.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.12.

Information about electronic catalogues

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Adherence with Esomar ethical guidelines for user testing. General compliance with International Statistical Institute (ISI) declaration on ethics. Compliance with GDPR requirements.

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

Monthly progress reviews with the contracting authority

III.2.3. 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

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

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: 05/08/2020 Local time: 12:00

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

Tender must be valid until: 02/10/2020

IV.2.7. Conditions for opening of tenders

Date: 06/08/2020 Local time: 12:00

Place:

Electronically, by Director, Professor Rory Fitzgerald

Information about authorised persons and opening procedure: Professor Rory Fitzgerald, Director, ESS ERIC, will open the tenders submitted to tenders.esseric@city.ac.uk

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

(MT Ref:220035)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Public Procurement Review Service

Postal address: Cabinet Office

Town: London

Country: United Kingdom

E-mail: publicprocurementreview@cabinetoffice.gov.uk

Telephone: +44 3450103503

Internet address: <https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.5. Date of dispatch of this notice

01/07/2020