

Italy-Parma: Framework Contract for Quantitative and Qualitative Social Research Methods in Support of an Audience-first Approach and Enhanced User Experience in Risk Communication
OJ S 135/2021 15/07/2021
Contract award notice
Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Food Safety Authority (EFSA)

Town: Parma

NUTS code: ITH52 Parma

Country: Italy

E-mail: EFSAProcurement@efsa.europa.eu

Internet address(es):

Main address: <https://www.efsa.europa.eu>

I.1. Name and addresses

Official name: European Medicines Agency (EMA)

Town: Amsterdam

NUTS code: NL329 Groot-Amsterdam

Country: Netherlands

E-mail: EFSAProcurement@efsa.europa.eu

Internet address(es):

Main address: <https://www.efsa.europa.eu>

I.1. Name and addresses

Official name: European Centre for Disease Prevention and Control (ECDC)

Town: Stockholm

NUTS code: SE11 Stockholm

Country: Sweden

E-mail: EFSAProcurement@efsa.europa.eu

Internet address(es):

Main address: <https://www.efsa.europa.eu>

I.1. Name and addresses

Official name: European Chemicals Agency (ECHA)

Town: Helsinki

NUTS code: FI1B Helsinki-Uusimaa

Country: Finland

E-mail: EFSAProcurement@efsa.europa.eu

Internet address(es):

Main address: <https://www.efsa.europa.eu>

I.1. Name and addresses

Official name: European Environment Agency (EEA)

Town: Copenhagen

NUTS code: DK Danmark
Country: Denmark
E-mail: EFSAProcurement@efsa.europa.eu
Internet address(es):
Main address: <https://www.efsa.europa.eu>

I.2. Information about joint procurement

The contract involves joint procurement

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Framework Contract for Quantitative and Qualitative Social Research Methods in Support of an Audience-first Approach and Enhanced User Experience in Risk Communication
Reference number: OC/EFSA/COM/2021/01

II.1.2. Main CPV code

79315000 Social research services

II.1.3. Type of contract

Services

II.1.4. Short description

The European Food Safety Authority (EFSA) is the leading EU body of this call for tenders. The following EU bodies join this call:

- European Medicines Agency (EMA);
- European Centre for Disease Prevention and Control (ECDC);
- European Chemicals Agency (ECHA);
- European Environment Agency (EEA).

The aim of this procurement procedure is to conclude several framework contracts in four lots:

- Lot 1: Primary data collection services (see section 1.2.1);
- Lot 2: Secondary data collection and analysis services (see section 1.2.2);
- Lot 3: Services for ad-hoc public perception measurements (see section 1.2.3);
- Lot 4: User research and usability evaluation (see section 1.2.4).

The successful tenderers will be required to support the contracting authority or the in various social research activities, including EU-wide primary and secondary data collection, data analysis, the implementation of ad-hoc surveys and digital user experience research.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 2 780 000,00 EUR

II.2. Description

II.2.1. Title

Primary Data Collection Services
Lot No: 1

II.2.2. Additional CPV code(s)

79315000 Social research services

II.2.3. Place of performance

NUTS code: ITH52 Parma

II.2.4. Description of the procurement

Precise description of the services will be published in the tender specifications of the open call for tenders.

II.2.5. Award criteria

Quality criterion - Name: Project organisation, ability to deliver services, methodology and survey fieldwork, case study / Weighting: 60
Price - Weighting: 40

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**II.2. Description****II.2.1. Title**

Secondary Data Collection and Analysis Services
Lot No: 2

II.2.2. Additional CPV code(s)

79315000 Social research services

II.2.3. Place of performance

NUTS code: ITH52 Parma

II.2.4. Description of the procurement

Precise description of the services will be published in the tender specifications of the open call for tenders.

II.2.5. Award criteria

Quality criterion - Name: Project organisation, methodology, case study / Weighting: 70
Price - Weighting: 30

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

II.2. Description

II.2.1. Title

Services for Ad-hoc Public Perception Measurements
Lot No: 3

II.2.2. Additional CPV code(s)

79315000 Social research services

II.2.3. Place of performance

NUTS code: ITH52 Parma

II.2.4. Description of the procurement

Precise description of the services will be published in the tender specifications of the open call for tenders.

II.2.5. Award criteria

Quality criterion - Name: Project organisation, quality control and service consistency, interaction with the customer and direct data access, data delivery / Weighting: 60
Price - Weighting: 40

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 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

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 038-093880](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: OC/EFSA/COM/2021/01 LOT 1 CT 1

Lot No: 1

Title:

Lot 1: Primary Data collection Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/05/2021

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Kantar Netherlands BV

Town: Amsterdam

NUTS code: NL329 Groot-Amsterdam

Country: Netherlands

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 600 000,00 EUR

Total value of the contract/lot: 1 600 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: OC/EFSA/COM/2021/01 LOT 1 CT2

Lot No: 1

Title:

Lot 1: Secondary Data Collection and Analysis Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/05/2021

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: IPSOS NV

Town: Berchem

NUTS code: BE Belgique / België

Country: Belgium

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 600 000,00 EUR

Total value of the contract/lot: 1 600 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: OC/EFSA/COM/2021/01 LOT 3 CT 1

Lot No: 3

Title:

Services for Ad-hoc Public Perception Measurements

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

03/06/2021

V.2.2. Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Teleperformance KS Italia Spa a socio unico

Town: Rome

NUTS code: ITI43 Roma

Country: Italy

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 500 000,00 EUR

Total value of the contract/lot: 500 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: OC/EFSA/COM/2021/01 LOT 2 CT 1

Lot No: 2

Title:

Lot 2: Secondary Data Collection and Analysis Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

03/06/2021

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: ICF SA

Town: Brussels

NUTS code: BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest

Country: Belgium

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 680 000,00 EUR

V.2.5. Information about subcontracting**Section V: Award of contract**

Contract No: OC/EFSA/COM/2021/01 LOT 2 CT 2

Lot No: LOT 2

Title:

Lot 2: Secondary Data Collection and Analysis Services

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

03/06/2021

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Teleperformance KS Italia S.p.a. a socio unico

Town: Rome

NUTS code: ITI43 Roma

Country: Italy

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: t33 Srl

Town: Ancona

NUTS code: ITI32 Ancona

Country: Italy

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 680 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

Telephone: +352 4303-1

Fax: +352 4303-2100

Internet address: <https://curia.europa.eu/>

VI.5. Date of dispatch of this notice

08/07/2021