

United Kingdom-London: Tablet computer
OJ S 213/2020 02/11/2020
Contract award 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.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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 180 000,00 EUR

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 four 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 behaviour 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

Quality criterion - Name: Project management / Weighting: 20

Quality criterion - Name: Project methodology / Weighting: 30

Price - Weighting: 50

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 128-314853](#)

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: 2020/S 128-314853

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

28/08/2020

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: NatCen Social Research

Postal address: 35 Northampton Square

Town: London

NUTS code: UKI London

Postal code: EC1V 0AX

Country: United Kingdom

E-mail: info@natcen.co.uk

Internet address: www.NatCen.ac.uk

The contractor is an SME: no

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

Total value of the contract/lot: 187 805,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Value excluding VAT: 84 500,00 EUR Short description of the part of the contract to be subcontracted:

Subcontractor will lead on the development of the electronic questionnaire device using a software tool to support survey research for ESS data collection.

Section VI: Complementary information

VI.3. Additional information

(MT Ref:220905)

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

28/10/2020