

CONTRACT NOTICE - ABOVE THRESHOLD

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S)

Official name: Transport for London (Commercial Services) National ID:
Postal address: Windsor House 42- 50 Victoria St.
 Town: London Postal code: SW1H 0TL
 Country: United Kingdom
Contact point(s): Claudia Newman Telephone: +44 2030540751
 For the attention of: Claudia Newman
 Email: ClaudiaNewman.cpt@tfl.gov.uk Fax:

Internet address(es) (if applicable)

General address of the contracting authority (URL): www.tfl.gov.uk

Address of the buyer profile (URL): <http://www.tfl.gov.uk>

Electronic access to information (URL): <http://https://eprocurement.tfl.gov.uk/epps/home.do#RegSupplier>

Electronic submission of tenders and requests to participate (URL): <http://https://eprocurement.tfl.gov.uk/epps/home.do#RegSupplier>

Further information can be obtained at:

- ☒ As in above-mentioned contact point(s)
☐ Other: please complete Annex A.I

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

- ☒ As in above-mentioned contact point(s)
☐ Other: please complete Annex A.II

Tenders or requests to participate must be sent to:

- ☒ As in above-mentioned contact point(s)
☐ Other: please complete Annex A.III

I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES

- | | |
|--|---|
| <input type="radio"/> Ministry or any other national or federal authority, including their regional or local sub-divisions | <input type="radio"/> General public services |
| <input type="radio"/> National or federal agency/office | <input type="radio"/> Defence |
| <input type="radio"/> Regional or local authority | <input type="radio"/> Public order and safety |
| <input type="radio"/> Regional or local agency/office | <input type="radio"/> Environment |
| <input checked="" type="radio"/> Body governed by public law | <input type="radio"/> Economic and financial affairs |
| | <input type="radio"/> Health |
| | <input type="radio"/> Housing and community amenities |

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- ☐ European institution/agency or international organisation
☐ Other (please specify):
☐ Social protection
☐ Recreation, culture and religion
☐ Education
☒ Other (please specify):
 Transport Services

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

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

- ☒ yes ☐ no

(If yes, information on those contracting authorities can be provided in Annex A)

SECTION II: OBJECT OF THE CONTRACT**II.1) DESCRIPTION****II.1.1) Title attributed to the contract by the contracting authority**

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II.1.2) Type of contract and location of works, place of delivery or of performance

(Choose one category only - works, supplies or services - which corresponds most to the specific object of your contract or purchase(s))

<input type="radio"/> (a) Works <input type="radio"/> Execution <input type="radio"/> Design and execution <input type="radio"/> Realisation, by whatever means of work, corresponding to the requirements specified by the contracting authorities	<input type="radio"/> (b) Supplies <input type="radio"/> Purchase <input type="radio"/> Lease <input type="radio"/> Rental <input type="radio"/> Hire purchase <input type="radio"/> A combination of these	<input checked="" type="radio"/> (c) Services Service category No 10 <i>Please see Annex C3 for service categories</i>
Main site or location of works	Main place of delivery	Main place of performance Greater London NUTS code UKI

II.1.3) The notice involves

- ☒ A public contract
☐ The establishment of a framework agreement
☐ The setting up of a dynamic purchasing system (DPS)

II.1.3) Information on framework agreement (if applicable)

<input type="radio"/> Framework agreement with several operators Number OR, if applicable, maximum number of participants to the framework agreement envisaged	<input type="radio"/> Framework agreement with a single operator
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Duration of the framework agreement:

Duration in year(s):

or month(s):

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Justification for a framework agreement, the duration of which exceeds four years:

Estimated total value of purchases for the entire duration of the framework agreement <i>(if applicable; give figures only):</i>	
Estimated value excluding VAT:	Currency:
OR Range: between and	Currency:
Frequency and value of the contracts to be awarded: <i>(if known):</i>	

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

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II.1.6) Common procurement vocabulary (CPV)

	Main vocabulary	Supplementary vocabulary <i>(if applicable)</i>
Main object	73210000	
Additional object(s)	73110000	

II.1.7) Contract covered by the Government Procurement Agreement (GPA)

☒ yes ☐ no

II.1.8) Division into lots *(for information about lots, use Annex B as many times as there are lots)*

☐ yes ☒ no

If yes, tenders should be submitted for *(tick one box only)*

- ☐ one lot only
☐ one or more lots
☐ all lots

II.1.9) Variants will be accepted

☐ yes ☒ no

II.2) QUANTITY OR SCOPE OF THE CONTRACT**II.2.1) Total quantity or scope** *(including all lots and options, if applicable)*

<i>If applicable</i> , estimated value excluding VAT <i>(give figures only):</i>	Currency:
OR Range: between and	Currency:

II.2.2) Options *(if applicable)*

☒ yes ☐ no

If yes, description of these options:

The contract period will be for three (3) years from estimated start date March 2016 with two optional extensions of one (1) year each. The maximum duration of the contract will be five (5) years.

<i>If known</i> , provisional timetable for recourse to these options:		
in months:	or days:	(from the award of the contract)

II.2.3) Information about renewals *(if applicable)*

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This contract is subject to renewal

☐ yes ☐ no

Number of possible renewals (if any):	or Range: between	and
If known, in the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:		
in months:	or days:	(from the award of the contract)

II.3) DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION

Duration in months:	or days:	(from the award of the contract)
OR Starting	01/03/2016	(dd/mm/yyyy)
Completion	28/02/2019	(dd/mm/yyyy)

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**III.1) CONDITIONS RELATING TO THE CONTRACT****III.1.1) Deposits and guarantees required (if applicable)****III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them**

The contracting entities' requirements will be sent out in the Invitation to Tender.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded (if applicable)

As per tender documentation.

III.1.4) Other particular conditions to which the performance of the contract is subject (if applicable)

☐ yes ☒ no

If yes, description of particular conditions

III.2) CONDITIONS FOR PARTICIPATION**III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if requirements are met:

Suppliers must express an interest by completing the PQQ.

III.2.2) Economic and financial capacity

Information and formalities necessary for evaluating if requirements are met:	Minimum level(s) of standards possibly required (if applicable):
Suppliers must express an interest by completing the PQQ.	

III.2.3) Technical capacity

Information and formalities necessary for evaluating if requirements are met:	Minimum level(s) of standards possibly required (if applicable):
Please complete and return the Pre - Qualification Questionnaire. All interested suppliers will need to register	As per tender documentation.

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on the following site: <https://eprocurement.tfl.gov.uk/epps/home.do> if you have not already done so. in order to get access to the PQQ Notice.

If you experience any problems registering on the system, please contact the helpdesk below.

E-Mail: tfl-eproc-helpdesk@eurodyn.com

Telephone 0800 074 0503

III.2.4) Information about reserved contracts (if applicable)

- ☐ The contract is restricted to sheltered workshops
- ☐ The execution of the contract is restricted to the framework of sheltered employment programmes

III.3) CONDITIONS SPECIFIC TO SERVICES CONTRACTS**III.3.1) Execution of the service is reserved to a particular profession**

- ☐ yes ☒ no

If **yes**, reference to the relevant law, regulation or administrative provision:

III.3.2) Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service

- ☐ yes ☒ no

SECTION IV: PROCEDURE**IV.1) TYPE OF PROCEDURE****IV.1.1) Type of procedure**

<input type="radio"/> Open	
<input checked="" type="radio"/> Restricted	
<input type="radio"/> Accelerated restricted	Justification for the choice of accelerated procedure:
<input type="radio"/> Negotiated	<p>Candidates have already been selected</p> <p><input type="radio"/> yes <input type="radio"/> no</p> <p>If yes, provide names and addresses of economic operators already selected under Section VI.3) Additional information</p>
<input type="radio"/> Accelerated negotiated	Justification for the choice of accelerated procedure:
<input type="radio"/> Competitive dialogue	

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate (restricted and negotiated procedures, competitive dialogue)

Envisaged number of operators 5
OR Envisaged minimum number _____ and , if applicable, maximum number _____
Objective criteria for choosing the limited number of candidates: As per tender documentation.

IV.2) AWARD CRITERIA

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☐ Lowest price

OR

☒ The most economically advantageous tender in terms of

- ☒ the criteria stated below (the award criteria should be given with their weighting or in descending order of importance where weighting is not possible for demonstrable reasons)
- ☐ the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

Criteria	Weighting	Criteria	Weighting
1. Approach to partnership working and fit with TfL's ethos	15	6. Price	30
2. Insight and contribution to building employee understanding	15	7.	
3. Technical strength, capacity and flexibility	15	8.	
4. Approach to benchmarking studies	15	9.	
5. Proposed Project Team	10	10.	

IV.2.2) An electronic auction will be used

☐ yes ☒ no

If yes, additional information about electronic auction (if appropriate)

IV.3) ADMINISTRATIVE INFORMATION**IV.3.1) File reference number attributed by the contracting authority** (if applicable)

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IV.3.2) Previous publication(s) concerning the same contract

☒ yes ☐ no

If yes,

<input type="radio"/> Prior information notice	<input checked="" type="radio"/> Notice on a buyer profile
Notice number in OJ: 2011/S 005-005745	of 05/01/2011 (dd/mm/yyyy)
<input type="radio"/> Other previous publications (if applicable)	

IV.3.3) Conditions for obtaining specifications and additional documents (except for a DPS) or descriptive document (in the case of a competitive dialogue)

Time limit for receipt of requests for documents or for accessing documents	
Date: 02/11/2015 (dd/mm/yyyy)	Time: 12:00
Payable documents	
<input type="radio"/> yes <input checked="" type="radio"/> no	
If yes, price (give figures only):	Currency:
Terms and method of payment:	

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Date: 02/11/2015 (dd/mm/yyyy) Time: 12:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates (if known) (in the case of restricted and negotiated procedures, and competitive dialogue)

Date: (dd/mm/yyyy)

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up☐ Any EU official language☒ Official EU language(s):

ES	CS	DA	DE	ET	EL	EN	FR	IT	LV	LT	HU	MT	NL	PL	PT	SK	SL	FI	SV	BG	GA	RO
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other:

SECTION VI: COMPLEMENTARY INFORMATION**VI.1) THIS IS A RECURRENT PROCUREMENT (if applicable)**☒ yes ☐ no

If yes, estimated timing for further notices to be published: 2018

VI.2) CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS☐ yes ☐ no

If yes, reference to project(s) and/or programme(s):

VI.3) ADDITIONAL INFORMATION (if applicable)

The purpose of this procurement is to appoint a supplier to deliver Customer Research and Insight Services relating to Employee Engagement Research Services.

The contract period will be for three (3) years from estimated start date March 2016 with two optional extensions of one (1) year each. The maximum duration of the contract will be five (5) years.

We anticipate that the total estimated value of the new contract will range from £300k to £2.7m during the possible five-year period. This wide range is to allow for unforeseen changes, within reason, such as cancellation of the Annual Viewpoint Census Survey and/or supplementary Pulse Survey and also any increase or decrease of ad-hoc surveys. The anticipated estimated value also allows for the eventuality of Crossrail and the Greater London Authority (GLA) and any its Functional Bodies using the contract.

The GLA Functional Bodies and other members are as follows:

- The London Legacy Development Corporation (LLDC)
- Mayor's Office for Policing and Crime (MOPAC)
- The Metropolitan Police Services (MPS)
- The London Fire and Emergency Planning Authority (LFEPA)
- Old Oak and Park Royal Development Corporation (OPDC)

Further variations to the contract may occur due to the following:

- Any Pulse Survey has to be carried out by the same agency that has carried out the ViewPoint Census Survey. As normally a Pulse survey is carried out to supplement the previous year's ViewPoint Census Survey, a Pulse Survey will not be carried as part of Year one (1) of the contract, however a Pulse Survey may be required to supplement the ViewPoint Census Survey of the final year of the contract, in which case this will be delivered by the appointed supplier and this may have to be carried out after the contract period.

- TfL reserves the right to occasionally tender projects that have some element of employee engagement research to other agencies as required. This may sometimes be done to manage extra research during busy periods, but also to meet requirements for specialist expertise, linking to other work or previous experience of a project.

- It is also important to note that the specification may vary during the contract period to allow for new technological developments in this category of services.

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The business clients for the services will principally be from across TfL and its members but may also include the GLA and any of its Functional Bodies.

Any new service provider will need to fully understand the context and specialist categories, especially when dealing with multiple stakeholders across TfL and the FBs as stated in the specification.

Please complete and return the Pre - Qualification Questionnaire. All interested suppliers will need to register on the following site:

<https://eprocurement.tfl.gov.uk/epps/home.do> if you have not already done so. in order to get access to the PQQ Notice.

If you experience any problems registering on the system, please contact the helpdesk below.

E-Mail: tfl-eproc-helpdesk@eurodyn.com

Telephone 0800 074 0503

VI.4) PROCEDURES FOR APPEAL**VI.4.1) Body responsible for appeal procedures**

Official name:	National ID:
Postal address:	
Town:	Postal code:
Country:	Telephone:
Email:	Fax:
Internet address (URL):	

Body responsible for mediation procedures (if applicable)

Official name:	National ID:
Postal address:	
Town:	Postal code:
Country:	Telephone:
Email:	Fax:
Internet address (URL):	

VI.4.2) Lodging of appeals (please fill heading VI.4.2 OR if need be, heading VI.4.3)

Precise information on deadline(s) for lodging appeals:

VI.4.3) Service from which information about the lodging of appeals may be obtained

Official name:	National ID:
Postal address:	
Town:	Postal code:
Country:	Telephone:
Email:	Fax:
Internet address (URL):	

VI.5) DATE OF DISPATCH OF THIS NOTICE:

01/10/2015 (dd/mm/yyyy)

ANNEX A

ADDITIONAL ADDRESSES AND CONTACT POINTS

IV) ADDRESS OF THE OTHER CONTRACTING AUTHORITY ON BEHALF OF WHICH THE CONTRACTING AUTHORITY IS PURCHASINGOfficial name: [GLA Functional Bodies](#)

National ID:

Postal address:

Town:

Postal code:

Country:

Annex C1 – General procurement
SERVICE CATEGORIES REFERRED TO IN SECTION II: OBJECT OF THE CONTRACT
 Directive 2004/18/EC

Category No [1]	Subject
1	Maintenance and repair services
2	Land transport services [2], including armoured car services, and courier services, except transport of mail
3	Air transport services of passengers and freight, except transport of mail
4	Transport of mail by land [3] and by air
5	Telecommunications services
6	Financial services: (a) Insurance services (b) Banking and investment services [4]
7	Computer and related services
8	Research and development services [5]
9	Accounting, auditing and bookkeeping services
10	Market research and public opinion polling services
11	Management consulting services [6] and related services
12	Architectural services; engineering services and integrated engineering services; urban planning and landscape engineering services; related scientific and technical consulting services; technical testing and analysis services
13	Advertising services
14	Building-cleaning services and property management services
15	Publishing and printing services on a fee or contract basis
16	Sewage and refuse disposal services; sanitation and similar services

Category No [7]	Subject
17	Hotel and restaurant services
18	Rail transport services
19	Water transport services
20	Supporting and auxiliary transport services
21	Legal services
22	Personnel placement and supply services [8]

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Category No [7]	Subject
23	Investigation and security services, except armoured car services
24	Education and vocational education services
25	Health and social services
26	Recreational, cultural and sporting services [9]
27	Other services

1. Service categories within the meaning of Article 20 and Annex IIA to Directive 2004/18/EC

2. Except for rail transport services covered by category 18.

3. Except for rail transport services covered by category 18.

4. Except financial services in connection with the issue, sale, purchase or transfer of securities or other financial instruments, and central bank services.

Also excluded: services involving the acquisition or rental, by whatever financial procedures, of land, existing buildings, or other immovable property or concerning rights thereon; nevertheless, financial services supplied at the same time as, before or after the contract of acquisition or rental, in whatever form, shall be subject to this Directive.

5. Except research and development services other than those where the benefits accrue exclusively to the contracting authority for its use in the conduct of its own affairs on condition that the service provided is wholly remunerated by the contracting authority.

6. Except arbitration and conciliation services

7. Service categories within the meaning of Article 21 and Annex IIB of Directive 2004/18/EC

8. Except employment contracts.

9. Except contracts for the acquisition, development, production or co-production of program material by broadcasters and contracts for broadcasting time.