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**United Kingdom-London: Research services
2018/S 034-074523**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

- I.1) **Name and addresses**
Transport for London
Windsor House, 42-50 Victoria Street
London
SW1H 0BD
United Kingdom
Contact person: Mrs Alexandra Ebert-Brad
Telephone: +44 12345
E-mail: ALEXANDRAEBERTBRADING@TFL.GOV.UK
NUTS code: UK
Internet address(es):
Main address: <https://tfl.gov.uk>
Address of the buyer profile: <https://tfl.gov.uk>

- I.2) **Joint procurement**

- I.4) **Type of the contracting authority**
Regional or local authority

- I.5) **Main activity**
Other activity: Transport

Section II: Object

- II.1) **Scope of the procurement**
- II.1.1) **Title:**
TfL 93781 Mystery Shopping and Customer Satisfaction Survey for Call Centre
Reference number: DN306028
- II.1.2) **Main CPV code**
73110000
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
TfL is awarding a contract for:
Customer Satisfaction Surveys.

— To carry out objective and actionable surveys automated real time customer satisfaction surveys triggered by recent interactions with the contact centre across telephony and correspondence channels.

Mystery Shopper Surveys.

— To carry out objective, high quality and actionable surveys on a 4 weekly basis across all TfL channels.

Reporting for both Mystery Shopper and Customer Satisfaction.

— To measure staff against quality performance criteria and the behaviours shown,

— To assess performance throughout the period and year and provide concise and actionable feedback on whether our customer standards are being met.

II.1.6) Information about lots

This contract is divided into lots: no

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: 620 000.00 GBP

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

II.2.3) Place of performance

NUTS code: UK

II.2.4) Description of the procurement:

TfL is awarding a contract for:

Customer Satisfaction Surveys.

— To carry out objective and actionable surveys automated real time customer satisfaction surveys triggered by recent interactions with the contact centre across telephony and correspondence channels.

Mystery Shopper Surveys.

— To carry out objective, high quality and actionable surveys on a 4 weekly basis across all TfL channels.

Reporting for both Mystery Shopper and Customer Satisfaction.

— To measure staff against quality performance criteria and the behaviours shown,

— To assess performance throughout the period and year and provide concise and actionable feedback on whether our customer standards are being met.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 35

Cost criterion - Name: Commercial / Weighting: 65

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.1.6) Information about electronic auction

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: [2017/S 211-438359](#)

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: TfL 93781 Market Research

A contract/lot is awarded: yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract:

07/02/2018

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: 0

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

BPA Corporate Facilitation Limited

2776406

Milford House, Pynes Hill

Exeter

EX2 5AZ

United Kingdom

NUTS code: UK

The contractor is an SME: no

V.2.4) Information on value of the contract/lot (excluding VAT)

Total value of the contract/lot: 620 000.00 GBP

V.2.5) Information about subcontracting

Section VI: Complementary information

VI.3) Additional information:

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

United Kingdom

VI.4.2) Body responsible for mediation procedures

VI.4.3) Review procedure

VI.4.4) Service from which information about the review procedure may be obtained

VI.5) **Date of dispatch of this notice:**
16/02/2018