



## REPORT / SUMMARY DECISION SHEET

**PURPOSE:** To approve the award of a contract for victim satisfaction surveys

**Timing:** Approval requested in order to issue the intention to award letter by 30<sup>th</sup> April 2015  
(Specify date required and why, where possible)

**Title:** Award of contract for victim satisfaction surveys

**Category of Decision / Business Area Impact:** e.g. Primary Legislation, Statutory Requirement, Finance, Performance, Complaints etc. (amend as appropriate)  
Procurement - Contract award

### Executive Summary:

Dyfed-Powys Police have a statutory duty to carry out Victim Satisfaction Surveys in line with the requirements set-out by the Home Office. The overall responsibility for this programme of work sits with the Police Governing Body, and has transferred from Police Authorities to Police and Crime Commissioners. The research is mandated to be undertaken via telephone surveys and therefore the current arrangement whereby the Corporate Development department undertake postal questionnaires does not fulfil the duty.

There is no resource within either the Force or the OPCC to carry these out and therefore an outsourced provision is necessary. In 2010, Thames Valley Police (TVP) awarded a national framework agreement for user satisfaction and staff surveys, the scope of which covers the OPCC's requirements. It was deemed to be more cost effective to run a further competition under this framework than to undertake a full tender process.

A further competition was undertaken with all six suppliers on the agreement being invited to bid. TVP advised that as all six suppliers met the quality requirements, there was no benefit in revisiting this, creating additional work for the bidders and therefore the bids were to be evaluated solely on cost.

Two bids were received, the other tenderers did not respond.

Post tender clarification was undertaken with both bidders to ensure all costs had been captured and that they had the capability and capacity to interview victims in Welsh in compliance with the Welsh Language (Wales) Measure 2011.

One bidder had no provision for Welsh language interviews in-house. Given the sensitivity of the interviews and the requirement for calls to be made in evenings and weekends in order to have the best chance of reaching the victim, this bidder decided to withdraw their offer as they did not consider that using an outsourced translation service would meet the requirements.

It was also identified that screening and sampling costs that had been included in the invitation to tender were not applicable as the OPCC / Force will undertake screening activity and, due to the relatively low number of victims, sampling will not be required. The pricing schedules were adjusted accordingly.

The remaining bidder is Opinion Research Services (ORS) of Swansea. Following review of their submission and a conference call to undertake post tender clarification, the panel believes that ORS is capable of providing a good quality service.

**Recommendation:**

To award the contract for victim satisfaction surveys to Opinion Research Services for a period of one year with the option to extend for a further period of up to one year, the first year of the contract to cover the period May 2015 to March 2016. The total cost will depend upon the number of victims surveyed. The approximate annual cost, based on historical data, is £20,000 + VAT

**Police and Crime Commissioner for Dyfed-Powys**

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

**Signature:**



**Date:**

6/5/2015