



National Passenger Survey

Pre-qualification questionnaire

Tendering opportunity

National Passenger Survey 2007-2010

**National Passenger Survey
Pre-qualification questionnaire**

21 August 2006

Notes for suppliers

The purpose of this questionnaire is to assist Passenger Focus in deciding which suppliers to short-list to invite to tender for the National Passenger Survey.

Instructions for responding to the PQQ

Responses to the PQQ must be submitted in accordance with the following instructions. The Authority may reject applications not complying with these instructions.

1. Please complete all parts of this questionnaire fully in black ink or typeface, providing **three** hard copies and all necessary supplementary information..

Please return your submission, in a sealed envelope (which must not give any indication of the bidder's identity) bearing the words "**National Passenger Survey**" quoting "**NPS01/2007**" to: Valerie Soares, Procurement Administration Helpdesk, Passenger Focus, Whittles House, 14 Pentonville Road, Islington, London N1 9HF.

2. This questionnaire must be treated as private and confidential. Applicants should not disclose the fact that they have been invited to apply or release details of the PQQ other than on an "In Confidence" basis to those who have a legitimate reason to know, or to whom they might need to consult for the purpose of preparing responses.

3. Responses must be completed in numerical order to match the PQQ.

4. All questions must be answered. To avoid confusion please repeat information in the event that the answer is similar to another question rather than referring to an earlier answer.

5. The PQQ includes mandatory requirements, which are detailed in this Pre-Qualification Questionnaire. It is important that Bidders read these carefully and provide the information requested. **Failure to comply with any applicable mandatory requirements will mean exclusion from the selection process.**

6. Responses to the PQQ should be signed and dated by the applicant and submitted with any supporting documentation to the address shown above and not later than the date and time stated below.

7. Please note that publicity brochures will not be accepted as providing the answers to the questions but may be submitted as additional information.

8. Electronic submissions will not be accepted at this stage.

9. We draw your attention to the fact that failure to provide the requested information or particulars for the relevant question(s) may result in elimination.
10. The Authority may seek evidence at a later date in confirmation of your answers.
11. **It is recommended that Responses be sent by registered post, or recorded delivery service, or Datapost, or delivered by hand.**
12. Responses must arrive, marked as instructed above, to the address provided above, no later than;
- 2.00pm on 22 September 2006**
13. Late returns will not be considered. You will be informed if your response to this PQQ has failed to meet the deadline, no appeals will be allowed.
14. All enquiries relating to completion of responses should be addressed, in writing, in the first instance, to:
- Valerie Soares**
Whittles House, 14 Pentonville Road, London N1 9HF
0870 336 6038
valerie.soares@passengerfocus.org.uk
15. All responses to questions/clarifications regarding this document will be placed on the FAQ document which can be accessed via www.passengerfocus.org.uk/nps
16. Although formulation of responses may involve cost and expense to the applicant, the Authority is under no obligation to, and therefore will not, reimburse the applicant in this respect.
17. The Authority recognises that consortium bids are possible. In the case that a consortium bid is proposed, the PQQ sections must be answered by the party responsible for the relevant part. In the case of financial information, suitable information must be presented in order for the Secretary of State to make a complete appraisal of the proposed consortium and its parts.
18. This PQQ document may be requested in Electronic format, but please refer to the above instructions in terms of method for submission of completed PQQ's.

Pre-qualification questionnaire

The evaluation of the Pre-Qualification Questionnaire will be the basis for selecting The Tender list for this contract. Each respondent should submit all the information requested in order presented. Failure to do so or failure to provide relevant information may result in elimination.

All information supplied will be treated as **strictly private and confidential**

Section 1- basic organisation information

BASIC DETAILS OF YOUR ORGANISATION		
1.1	Name of the organisation in whose name the tender would be submitted	
1.2	Contact name for enquiries about this bid	
1.3	Contact position (job title)	
1.4	Address Post Code	
1.5	Telephone number	
1.6	Fax number	
1.7	E-mail address	
1.8	Website address (if any)	
1.9	Company Registration number (if this applies)	
1.10	Charities or Housing Association or other Registration number (if this applies). Please specify registering body	
1.11	Date of Registration	
1.12	Registered address if different from the above Post Code	

1.13	VAT Registration number	
1.14	Is your organisation (Please tick one)	i) a public limited company?
		ii) a limited company?
		iii) a partnership?
		iv) a sole trader?
		v) other (please specify)
1.15	The date of your organisation formation	
1.16	Is your organisation a subsidiary of another organisation? If so please provide the name and registered office address of the holding or parent company and the ultimate parent (if applicable)	

Section 2 – financial information

The information supplied in this section will be evaluated to assess the longer-term financial viability of your organisation. Where a consortium bid is proposed, please present the information for each consortium member individually.

2.	FINANCIAL INFORMATION	
<p>This section asks for some financial figures about your organisation, (and the ultimate holding company if there is one).</p> <p>Please provide the figures for the three most recent years (if available).</p> <p>Documentation to be submitted:-</p> <p>Please provide one copy of the last three years audited accounts.</p> <p>Please provide details of any post balance sheet events or contingent liabilities, which have arisen since the last set of your accounts, were published, which you have submitted. (Note: Any UK organisation should declare material post Balance Sheet events, e.g. events which would have required disclosure if they had been known when the accounts went to print).</p> <p>Please provide details of your latest forecast for revenue and expenditure for your current financial year.</p> <p>Please confirm that, if awarded this contract, it would be executed by the legal entity for which the financial information is provided (i.e. the organisation and/or partnership) and would not form part of a subsidiary operation for which information has not been provided.</p>		
	<table border="1" style="display: inline-table;"> <tr> <td>YES/NO</td> </tr> </table>	YES/NO
YES/NO		

		Applicant	Parent company consolidated (if applicable)
2.1	Please indicate the turnover of the organisation for the past three years.	... For year ended __/__/____ ... for year ended __/__/____ ... for year ended __/__/____ for year ended __/__/____ ... for year ended __/__/____ ... for year ended __/__/____
2.2	What was the pre-tax profit (or loss) for the last three years?	... for year ended __/__/____ ... for year ended __/__/____ ... for year ended __/__/____	... for year ended __/__/____ ... for year ended __/__/____ ... for year ended __/__/____
2.3	What was the organisation's net worth / shareholders funds (or net liabilities) at the date of the latest accounts? at __/__/____ at __/__/____
2.4	What is your present cash and credit position?	£..... cash (overdraft) at __/__/____ Available credit facility £..... at __/__/____	£..... cash (overdraft) at __/__/____ Available credit facility £..... at __/__/____
2.5	If asked would you be able to obtain a guarantee or performance bond?		Yes / No
2.6	If you could obtain a guarantee or performance bond, please state from whom		

Section 3 – business activities and technical capacity

3.	BUSINESS ACTIVITIES	
3.1	What are the main business activities of your organisation and what percentage of those activities are Market Research based?	
3.2	How many years have you been operating as a market research company?	
3.3	How many staff does your organisation have? (If you are a sole trader, please say so)	

4.	REFERENCES			
	Please provide details of three recent contracts that are relevant and comparable to the Authority’s requirement detailed in Annex 1. Where possible at least one should be from the public sector. If you cannot provide three references, please explain why.			
		Reference 1	Reference 2	Reference 3
4.1	Customer Organisation (name)			
4.2	Customer contact name and phone number			
4.3	Date contract awarded			
4.4	Contract reference and detailed description			
4.5	Value			

4.6	Date contract was completed			
4.7	Have you had any contracts terminated for poor performance in the last three years, or any contracts where damages have been claimed by the contracting authority?			Yes / No
4.8	If 'yes', please give details:			
4.9	Communications – please provide details of your communications policy and describe how it is operated with existing clients			
4.10	Please provide details of how your company views the use of Performance Monitoring/Measurement (PMM) and what you offer in terms of experience of managing and operating a PMM system			

5.	INSURANCE	
	Please provide details of your current insurance cover	Value
5.1	Employer's liability	
5.2	Public liability	

6.	QUALITY ASSURANCE	
6.1	Does your organisation hold a recognised quality management certification for example BS/EN/ISO 9000 or equivalent?	Yes / No
6.2	If not, does your organisation have a quality management system?	Yes / No
6.3	If you do not have a quality certification or a quality management system, please	

explain why

7.	HEALTH & SAFETY		
		Please delete as appropriate	If "Yes" could you provide details if asked?
7.1	Does your organisation make sure it complies with the Health & Safety at Work Act 1974?	Yes / No	Yes / No
7.2	If "No" what procedures does your organisation have in place for Health & Safety		

8.	EQUAL OPPORTUNITIES	
8.1	Does your organisation have a written equal opportunities policy, to avoid discrimination?	Yes / No

9.	ENVIRONMENTAL MANAGEMENT	
9.1	Does your organisation have an environmental management system?	Yes / No

10.	PROFESSIONAL AND BUSINESS STANDING	
	Do any of the following apply to your organisation, or to (any of) the director(s) / partner(s) / proprietor(s)?	
10.1	Is in a state of bankruptcy, insolvency, compulsory winding up, receivership, composition with creditors, or subject to relevant proceedings	Yes / No
10.2	Has been convicted of a criminal offence related to business professional conduct	Yes / No
10.3	Has committed an act of grave misconduct in the course of	Yes / No

	business	
10.4	Has not fulfilled obligations related to payment of social security contributions	Yes / No
10.5	Has not fulfilled obligations related to payment of taxes	Yes / No
10.6	Is guilty of serious misrepresentation in supplying information	Yes / No
10.7	Is not in possession of relevant licences or membership of an appropriate organisation where required by law	Yes / No
10.8	If the answer to any of these is 'yes' please give brief details below, including what has been done to put things right	

11.	CASE STUDY	
Please provide a case study of a research project undertaken similar to the departments requirement high level specification incorporating the following evaluation criteria;		
	People	
11.1	Demonstrate how you managed and developed your staff so that they supported the case study's objectives, processes and outputs	
11.2	Demonstrate how you recruited and retained key staff necessary to the delivery of the case study's objectives	
11.3	Demonstrate how you communicated between all levels of management and staff through out this case study	
	Partnerships and Resources	
11.4	Demonstrate how you managed any relationships to ensure delivery of the case study	

11.5	Demonstrate how you managed your internal resources to ensure delivery of the case study
	Processes
11.6	Demonstrate how your processes ensured delivery of the outputs
11.7	How did you review and develop your processes in order to improve outputs?
	People Results
11.8	Demonstrate how you measured trends in productivity, absence levels and staff turnover
11.9	How did you use feedback to improve performances?
	Contingency
11.10	Demonstrate how problems were identified and addressed

I declare that to the best of my knowledge the answers submitted in this PQQ (and any supporting modules) are correct. I understand that the information will be used in the evaluation process to assess my organisation's suitability to be invited tender for the authority's requirement.	
FORM COMPLETED BY	
Name	
Position (Job Title)	
Date	
Telephone number	
Signature	

Section 4 – grounds for disqualification

Please note that where a consortium bid is proposed you will need to provide a signed declaration for each consortium member individually

Please confirm that your organisation, company or group of companies, or partnership or the Directors of your organisation, company, or group of companies, or partnership:

- is not in a state of bankruptcy, insolvency, compulsory winding up, administration, receivership, composition with creditors or any analogues state, or subject to relevant proceedings
- has not been convicted of a criminal offence related to business or professional conduct
- has not committed an act of grave misconduct in the course of business
- has fulfilled obligations relating to payment of social security contributions
- has fulfilled obligations relating to payment of tax

- is not guilty of serious misrepresentation in supplying information required by the Authority under the PUBLIC SERVICES CONTRACTS REGULATIONS 1993 (SI 1993 No3228) or is or has not been so guilty in connection with any other tender under any of the United Kingdom public procurement legislation

- is in possession of a licence or is a member of the appropriate organisation where the law of that State requires it

or
- is registered on the professional or trade register or permitted alternative register of the relevant State in which established.

I /We hereby confirm that none of the circumstances detailed above apply to ourselves, or our ultimate holding company.

Signature:

Print name:

Job title:

Date:

Annex 1 – statement of service requirement (high level summary)

Description/object of the contract

Passenger Focus is the operating name of the Rail Passengers Council and is the independent national rail consumer watchdog set up by the Government to protect the interests of Britain's rail passengers. Passenger Focus is an executive non-departmental public body sponsored and funded by the Department for Transport.

Passenger Focus's mission is to get the best deal for Britain's rail passengers with a strong emphasis on evidence-based campaigning and research.

Passenger Focus uses its knowledge to influence decisions on behalf of rail passengers and works with the rail industry, other passenger groups and government to secure journey improvements.

In order to understand passengers' levels of satisfaction with the rail service, Passenger Focus undertakes a National Passenger Survey.

The National Passenger Survey is one of the largest passenger surveys of its type and the results are widely published. The survey is used by the train operating companies to benchmark their performance, and is extensively used by the rail industry, academics and the Government.

The object of the contract is to undertake this survey on a regular basis, surveying a representative sample of rail passengers and reporting levels of satisfaction with a wide range of service attributes. This will be undertaken in a way which is consistent over time and builds on the experience and historic data which the Passenger Focus has already collected from previous National Passenger Surveys.

Specific details of previous surveys and future requirements will be given in the tender documents.

Scope of the contract

The objective of the National Passenger Survey 2007-2010 research task is to obtain, data capture and analyse 25,000 properly completed questionnaires from each of two survey waves per year. This task consists, as a minimum, of the following:

- liaise very closely with Passenger Focus (PF) and the current supplier to understand in detail the current National Passenger Survey (NPS)
- obtain from the existing supplier the historic NPS data sets currently held in Quantum (Autumn 1999-Spring 2007). This data will be required for plotting historic trends and for analysis and comparison with future data
- undertake two waves per year of the survey, with fieldwork commencing autumn 2007 and thereafter each spring and autumn until the completion of the spring 2010 wave ensuring long term trends can be identified and are meaningful
- at each survey wave, agree the questionnaire in advance with PF
- design and print 85,000 mail-merged questionnaires and reply paid envelopes each survey wave in the spring and autumn (contractor to pay postage on approximately 29,000 returned questionnaires for each survey wave)
- at each survey wave, agree the sampling plan in advance with PF
- provide PF with a detailed fieldwork schedule in advance and regular updates as the schedule changes

- the contractor must alert all TOCs in advance of fieldwork and obtain explicit permissions for fieldwork from all relevant TOCs and Network Rail or other station operators. (NB some station operators may insist on fieldworkers receiving safety training prior to commencing fieldwork)
- undertake all fieldwork using suitably trained and managed fieldworkers
- manually check the stated journey time for every single questionnaire received on 'RailPlanner' software or a similar database of scheduled train times in order to ensure it is assigned to the correct TOC. Approximately 29,000 questionnaires are received each wave
- accurately data capture and analyse the survey results using suitable tools and experienced staff
- work with PF to apply a new weighting regime implementing changes from the reporting of autumn 2007 data onwards
- if significant changes to weighting are agreed, undertake appropriate quantitative analysis to determine the effect of such changes and, if required, correct historic data to maintain a consistent tracking methodology
- provide PF and (at PF's direction) other parties with data and reports that must be accurate and produced within agreed timescales
- provide statistical analysis of data such as multivariate analysis to help identify the drivers of overall satisfaction by TOC and nationally using suitably experienced staff
- respond within agreed timescales to ad hoc requests for additional reports and analysis within an agreed budget
- hold a database going back to 1999 in a format that allows simple transfer from the existing supplier who holds it in Quantum and allows for a simple transfer to a new supplier at termination of the contract
- production of fieldwork reports detailing achievement and problems each two weeks and supplied within a week of the end of the relevant two week period
- up dating of technical survey overview report to ensure that the methodology and any changes are transparent and well documented
- attend formal contract evaluation meetings with PF following the completion of each spring and autumn wave of the survey
- provide named key personnel assigned for the duration of the contract
- to identify risks and have contingency plans to mitigate risk
- re-process historical data set in relation to changes to train operating company franchises as they occur.



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Passenger Focus is the operating
name of the Rail Passengers Council