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Tender

Customer Sentiment Tracking Survey

Ordnance Survey Limited

F02: Contract notice

Notice identifier: 2024/S 000-001007

Procurement identifier (OCID): ocds-h6vhtk-042c7a

Published 11 January 2024, 4:10pm

Section I: Contracting authority

I.1) Name and addresses

Ordnance Survey Limited

Explorer House, Adanac Drive

Southampton

SO16 0AS

Contact

Caroline Eadie

Email

caroline.eadie@os.uk

Country

United Kingdom

NUTS code

UKJ32 - Southampton

Internet address(es)

Main address

www.os.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<http://in-tendhost.co.uk/os>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

National Mapping

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Sentiment Tracking Survey

Reference number

BS.0094

II.1.2) Main CPV code

- 73110000 - Research services

II.1.3) Type of contract

Services

II.1.4) Short description

Ordnance Survey Limited (OS) is seeking a technologically advanced supplier capable of providing thought leadership, consultancy, and a survey software platform that will help to increase our knowledge of our customers and their experience of interacting with OS. The chosen supplier will work in partnership with the Customer Insight and Experience teams to continuously improve the insights provided to the business, either through measuring new touchpoints, deeper analysis, or providing thought leadership about consumer trends.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73110000 - Research services

- 73210000 - Research consultancy services

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

II.2.4) Description of the procurement

Ordnance Survey Ltd is a company registered in England and Wales (company registration number 09121572) whose registered address is at Explorer House, Adanac Drive, SOUTHAMPTON, SO16 0AS, UK (OS). OS is a limited company in which the entire share capital will be owned by the Secretary of State for Business, Energy, and Industrial Strategy. OS is Britain's mapping agency and is responsible for the surveying, production, maintenance, and marketing of a wide range of geographic information, relied on by government, business and individuals. Further information on us can be found on our website <http://www.os.uk>. To help drive customer experience improvements on the customer moments that matter most, OS is seeking an innovative and technologically advanced supplier capable of providing a platform that can generate actionable insights about important aspects of the customer journey/experience – aligned to our four customer commitments. OS currently has a programme of transactional and relational surveys designed to capture key customer contact points and to understand our performance against our customer commitments – Value, Ease, Reliability, and Quality. OS is seeking a supplier that can provide continuity of tracking for existing surveys whilst also providing 'thought leadership' to help progress and develop our programme of insight. The duration of the contract is for three years, with an option to extend for a further two years, extending one year at a time subject to performance.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The term of the contract will be for 3 years, with an option to extend the contract annually for a further 2 years. Therefore if all extensions were taken the full term of the contract would be for 5 years.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The term of the contract will be for 3 years, with an option to extend the contract annually for a further 2 years. Therefore if all extensions were taken the full term of the contract would be for 5 years.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.2) Time limit for receipt of tenders or requests to participate

Date

14 February 2024

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

14 February 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 3-5years

VI.4) Procedures for review

VI.4.1) Review body

High Courts of Justice

The Royal Court of Justice

WC2A2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

In accordance with Regulation 86 (notices of decisions to award a contract), Regulation 87 (standstill period) and Regulations 91 (enforcement of duties through the Court) of the Public Contracts Regulations 2015 (as amended).