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Tender

## **Customer Perception Study Tender**

Ordnance Survey Limited

F02: Contract notice

Notice identifier: 2023/S 000-001140

Procurement identifier (OCID): ocids-h6vhtk-039766

Published 13 January 2023, 2:55pm

### **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](mailto:Caroline.Eadie@os.uk)

#### **Telephone**

+44 2380055091

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.ordnancesurvey.co.uk](http://www.ordnancesurvey.co.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 electronically via

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

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

**I.4) Type of the contracting authority**

Other type

Go-Co

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Customer Perception Study Tender

Reference number

BS2457.2022

#### **II.1.2) Main CPV code**

- 79310000 - Market research services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

OS has been conducting research with our largest and most important clients, partners, and PSGA members since 2015. The objective of the research is to understand the strategic priorities of these stakeholders, understand how we are performing against their current and future needs and understand the overall sentiment. The awarded supplier will carry out research with senior business leaders and users of data to understand current perceptions of OS and to uncover how OS should change to remain strategically relevant to these customers over time.

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

This contract is not divided into LOTs.

#### **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**

Start date

16 April 2023

End date

16 April 2028

This contract is subject to renewal

Yes

Description of renewals

This contract is not divided into LOTs.

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **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

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## **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

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## **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: No

### **IV.2) Administrative information**

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

Date

20 February 2023

Local time

10:00am

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

20 February 2023

Local time

10:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2028

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Ordnance Survey Limited

Adanac Drive

Southampton

SO16 0AS

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