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Tender

## **Digital Market Intelligence Support**

NS&I

F02: Contract notice

Notice identifier: 2023/S 000-010019

Procurement identifier (OCID): ocds-h6vhtk-03bcf6

Published 5 April 2023, 4:24pm

## **Section I: Contracting authority**

## I.1) Name and addresses

NS&I

Sanctuary Buildings, 20 Great Smith Street

London

SW1P3BT

#### **Contact**

**Jack Burgess** 

#### **Email**

jack.burgess@nsandi.com

#### Country

**United Kingdom** 

#### **NUTS** code

UK - United Kingdom

#### Internet address(es)

Main address

https://www.nsandi.com/

## I.3) Communication

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

https://app.panacea-software.com/nsandi/Login.aspx?ReturnUrl=%2Fnsandi%2F

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://app.panacea-software.com/nsandi/Login.aspx?ReturnUrl=%2Fnsandi%2F

## I.4) Type of the contracting authority

National or federal Agency/Office

## I.5) Main activity

Economic and financial affairs

## **Section II: Object**

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

#### II.1.1) Title

Digital Market Intelligence Support

Reference number

23-FTS-01

## II.1.2) Main CPV code

• 79310000 - Market research services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

A digital and fintech market intelligence agency is required to help NS&I monitor the external competitor landscape, particularly focussing on fintechs, Open Banking developments and digital innovations.

#### II.1.5) Estimated total value

Value excluding VAT: £200,000

### 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

The financial services arena is going through some significant changes through the recent introduction of Open Banking and the changing digital environment.

A digital and fintech market intelligence agency is required to help NS&I monitor the external competitor landscape, particularly focussing on fintechs, Open Banking developments and digital innovations.

The digital and fintech market intelligence agency will provide specialist insights on competitor's strategies, including but not limited to, best practice in customer experience, operations and product and proposition development. Guidance and recommendations are required to help support and inform NS&I's digital first strategy.

The following is a breakdown of our requirements from a digital and fintech market intelligence agency:

- Deep dive, topic-based presentation/report delivered internally to key stakeholders. This would be on an ad-hoc basis determined by the use of research credits. We estimate that we would require four of these deliverables per annum.
- Regular news alerts on the latest digital and innovation developments within financial services, with analyst commentary summarising the impact for NS&I
- Access to an online web portal to access downloadable content including:
- o Screenshots/Video insights on CX journeys across mobile and desktop channels
- o Insight reports
- o News alerts with analyst commentary on risk/opportunities for NS&I
- Access to an analyst who will be able to field questions not requiring deep dive analysis on an ad-hoc basis.

All tendering against this requirement must be conducted via NS&I's Panacea Portal

#### 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 o	date
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5 June 2023

End date

4 June 2026

This contract is subject to renewal

Yes

Description of renewals

The contract is awarded for an initial term of 12 months and there are two 12 month extension periods available

#### II.2.10) Information about variants

Variants will be accepted: No

#### II.2.11) Information about options

Options: Yes

Description of options

The contract is awarded for an initial term of 12 months and there are two 12 month extension periods available

## 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

8 May 2023

Local time

12:00pm

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

English

## IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 1 (from the date stated for receipt of tender)

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

Date

9 May 2023

Local time

9:00am

## **Section VI. Complementary information**

## VI.1) Information about recurrence

This is a recurrent procurement: Yes

## VI.4) Procedures for review

## VI.4.1) Review body

High Court of England and Wales

**Rolls Building** 

London

EC4A1NL

Country

**United Kingdom**