

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010019-2023>

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

SW1P 3BT

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 date

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

EC4A 1NL

Country

United Kingdom