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Contract

Customer Experience Tracking Study

Ordnance Survey Limited

F03: Contract award notice

Notice identifier: 2021/S 000-010825

Procurement identifier (OCID): ocids-h6vhtk-02b1ba

Published 17 May 2021, 12:25pm

Section I: Contracting authority

I.1) Name and addresses

Ordnance Survey Limited

Explorer House, Adanac Drive

Southampton

SO16 0AS

Contact

Steve Douch

Email

steve.douch@os.uk

Telephone

+44 7557926039

Country

United Kingdom

NUTS code

UKJ32 - Southampton

Internet address(es)

Main address

<http://www.ordnancesurvey.co.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Geospatial data

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Experience Tracking Study

Reference number

BS2008.2020

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

OS requires a supplier capable of delivering customer tracking and actionable insights about important aspects of the customer experience.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £333,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

Main site or place of performance

Southampton

II.2.4) Description of the procurement

OS is going through a period of change and transformation that requires: a customer-centric focus; the provision of new data and services; and an extension our reach internationally.

To help drive customer improvements and monitor our performance during this change, OS requires a supplier capable of delivering actionable insights about important aspects of the customer experience.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 90

Price - Weighting: 10

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

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.2.1) Previous publication concerning this procedure

Notice number: [2020/S 146-360572](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 March 2021

V.2.2) Information about tenders

Number of tenders received: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Kantar UK Ltd

TNS House, Westgate

London

W5 1UA

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03073845

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £330,000

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=594308224>

GO Reference: GO-2021517-PRO-18254719

VI.4) Procedures for review

VI.4.1) Review body

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