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Tender

Mystery Shopper

Construction Industry Training Board

F02: Contract notice

Notice identifier: 2022/S 000-011542

Procurement identifier (OCID): ocds-h6vhtk-0333b3

Published 4 May 2022, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

Email

citb-procurement@gov.sscl.com

Telephone

+44 7704543667

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Research-services./8S49FUXK45>

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

European Institution/Agency or International Organisation

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mystery Shopper

Reference number

PROC2021148

II.1.2) Main CPV code

- 73110000 - Research services

II.1.3) Type of contract

Services

II.1.4) Short description

CITB wishes to procure a supplier who will provide a mystery shopping contract covering the whole of the UK and Northern Ireland ensuring that there are sufficient adequately trained and briefed mystery shoppers in all geographical areas.

The Contract will be awarded for a period of 3 years with the option to extend for a further 12 months subject to review.

II.1.5) Estimated total value

Value excluding VAT: £400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 71317200 - Health and safety services
- 71317210 - Health and safety consultancy services

- 80000000 - Education and training services
- 80500000 - Training services
- 80520000 - Training facilities
- 80521000 - Training programme services
- 80530000 - Vocational training services
- 45214620 - Research and testing facilities construction work
- 73110000 - Research services
- 79310000 - Market research services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

The core project objective is to consistently monitor testing and training centres to provide CITB with assurance that those centres are operating and following the scheme rules for each product and are delivering the customer experience CITB expects.

This includes customer service, processes and issues candidates face across the whole testing experience from booking to completing the test/course.

These mystery shops are required in order to:

- measure key customer service levels
- monitor performance from the point a booking is made, either by phone or online, through to completing a test
- provide an immediate escalated alert mechanism for non-compliance in specifically selected key areas.

This will require the services of an experienced, professional organisation to deliver a robust, managed, mystery shop program.

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

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/8S49FUXK45>

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.2.1) Previous publication concerning this procedure

Notice number: [2019/S 073-173051](#)

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

Date

8 June 2022

Local time

9:00am

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

8 June 2022

Local time

9:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 48 months

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Peterborough:-Research-services./8S49FUXK45>

To respond to this opportunity, please click here:

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GO Reference: GO-202254-PRO-20080272

VI.4) Procedures for review

VI.4.1) Review body

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

Email

citb-procurement@gov.sscl.com

Country

United Kingdom