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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](mailto:citb-procurement@gov.sscl.com)

#### **Telephone**

+44 7704543667

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.citb.co.uk](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

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## **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>

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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: 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

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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: 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:

<https://www.delta-esourcing.com/respond/8S49FUXK45>

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](mailto:citb-procurement@gov.sscl.com)

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