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Planning

## **CON-21-085 Request For Information for the provision of Social Media Monitoring Solution**

Financial Conduct Authority

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-012554

Procurement identifier (OCID): ocds-h6vhtk-02b87c

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### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

#### **Contact**

Lea-Rose Clarke

#### **Email**

[isprocurement@fca.org.uk](mailto:isprocurement@fca.org.uk)

#### **Telephone**

+44 2070661000

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.fca.org.uk](http://www.fca.org.uk)

Buyer's address

[www.delta-esourcing.com](http://www.delta-esourcing.com)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Economic and financial affairs

## **Section II: Object**

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

#### **II.1.1) Title**

CON-21-085 Request For Information for the provision of Social Media Monitoring Solution

Reference number

CON-21-085

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The FCA is undertaking this RFI as an information gathering exercise only for the Provision of Social Media Monitoring Solution.

#### **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

Main site or place of performance

UNITED KINGDOM

#### **II.2.4) Description of the procurement**

The tool should be friendly and will allow use of keywords to search data from a wide variety of social media, blog, forum, review & media platforms sharing consumer insights

in a simple and efficient way for wider organisational use. By combining consumer data sources (including social media) we are able to provide evidence of consumer concerns, issues and harms.

In addition to other requirements the tool should:

Provide appropriate API functionality;

Historic Twitter data;

Real time Twitter data;

Identify and remove influencers, advertisements and media articles in the data to isolate insights directly from consumers;

Utilise the sentiment capability, mindful that is not always 100% accurate;

Alerting on given topics which provide an email to areas across FCA on a daily or weekly basis;

The tools ideally should be Software-as-a-Service (SaaS);

Non-SaaS offering must be compatible with the FCA's delivery platforms.

### **II.3) Estimated date of publication of contract notice**

4 June 2021

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

### **VI.3) Additional information**

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GO Reference: GO-202164-PRO-18350765