

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014916-2026>

Award

## User Perception Survey

NPL Management Limited

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-014916

Procurement identifier (OCID): ocds-h6vhtk-059d28 ([view related notices](#))

Published 18 February 2026, 3:51pm

## Scope

### Description

The requirement is for the provision of services to design, deliver, and report on a customer feedback survey for NPL.

#### Pilot Survey

Develop and administer a pilot questionnaire to test quality, clarity, and response rates.

Analyse pilot data and provide recommendations for improvements.

Participate in a gate review to assess data quality and return rates before proceeding to the main survey.

#### Main Survey

Implement the revised questionnaire following the pilot review.

Collect and analyse responses to generate quantifiable metrics.

Produce a comprehensive report summarising findings, including customer engagement, satisfaction, impact on client outcomes, and communication effectiveness.

Provide actionable insights for continuous improvement.

Supply Requirements:

Surveys must be delivered digitally (online platform) with secure data handling compliant with UK GDPR.

Supplier must provide project management, data analysis, and reporting services.

All outputs to be supplied in agreed formats (e.g., Excel datasets, PDF reports).

---

## **Contract 2**

### **Supplier**

- Pye Tait Ltd

### **Contract value**

- £52,950 excluding VAT
- £63,540 including VAT

Below the relevant threshold

### **Award decision date**

24 November 2025

## **Earliest date the contract will be signed**

18 February 2026

## **Contract dates (estimated)**

- 18 February 2026 to 18 October 2026
- 8 months, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 38000000 - Laboratory, optical and precision equipments (excl. glasses)
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

## **Contract locations**

- UK - United Kingdom

---

## **Information about tenders**

- 8 tenders received
- 8 tenders assessed in the final stage:
  - 8 submitted by small and medium-sized enterprises (SME)

- 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 7 suppliers unsuccessful (details included for contracts over £5 million)

---

## Procedure

### Procedure type

Below threshold - open competition

---

## Supplier

### Pye Tait Ltd

5 Merus Court, Meridian Business Park

LEICESTER

LE19 1RJ

United Kingdom

Email: [n.charleton@pyetait.com](mailto:n.charleton@pyetait.com)

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 2

---

## Contracting authority

### **NPL Management Limited**

- Companies House: 02937881
- Public Procurement Organisation Number: PYDB-8862-JBYM

National Physical Laboratory

Teddington

TW11 0LW

United Kingdom

Email: [etenders@npl.co.uk](mailto:etenders@npl.co.uk)

Website: <http://www.npl.co.uk>

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)