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Tender

Customer closeness

Ordnance Survey Ltd

F02: Contract notice

Notice identifier: 2021/S 000-017442

Procurement identifier (OCID): ocds-h6vhtk-02cb90

Published 23 July 2021, 9:15am

Section I: Contracting authority

I.1) Name and addresses

Ordnance Survey Ltd

Adanac Dirve

Southampton

SO16 0AS

Email

Steve.Douch@os.uk

Telephone

+44 2380055070

Country

United Kingdom

NUTS code

UKJ32 - Southampton

Internet address(es)

Main address

<http://www.ordnancesurvey.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-Southampton:-Customer-survey-services./9K863N28N6>

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

Body governed by public law

I.5) Main activity

Other activity

Geospatial

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer closeness

Reference number

BS2163.2021

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

The Customer Team is focused on orientating the business to our value of 'Think Customer' and on helping to achieve the Customer & Marketing strategy. To achieve this objective, the team would like to conduct customer immersion sessions that help the Executive team to hear and understand the "voice of our customers".

OS is seeking a supplier that can help drive customer centricity throughout the organisation enabling our people to connect, listen, understand and act upon the voice of our customers.

II.1.5) Estimated total value

Value excluding VAT: £180,000

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 Customer Team is focused on orientating the business to our value of 'Think Customer' and on helping to achieve the Customer & Marketing strategy. To achieve this objective, the team would like to conduct customer immersion sessions that help the Executive team to hear and understand the "voice of our customers".

OS is seeking a supplier that can help drive customer centricity throughout the organisation enabling our people to connect, listen, understand and act upon the voice of

our customers.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £180,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract is for 1 year with the option to extend by a further 2 x 1 year periods.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Date

23 August 2021

Local time

5:00pm

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

Tender must be valid until: 30 September 2021

IV.2.7) Conditions for opening of tenders

Date

23 August 2021

Local time

5:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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-Southampton:-Customer-survey-services./9K863N28N6>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/9K863N28N6>

GO Reference: GO-2021723-PRO-18617950

VI.4) Procedures for review

VI.4.1) Review body

Ordnance Survey Ltd

Southampton

Country

United Kingdom