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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](mailto:Steve.Douch@os.uk)

#### **Telephone**

+44 2380055070

#### **Country**

United Kingdom

#### **NUTS code**

UKJ32 - Southampton

**Internet address(es)**

Main address

[www.ordnancesurvey.co.uk](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

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**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

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## **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

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## **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