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Tender

Branded Experience Strategy Partner

Ordnance Survey Ltd

F02: Contract notice

Notice identifier: 2021/S 000-017443

Procurement identifier (OCID): ocids-h6vhtk-02cb91

Published 23 July 2021, 9:15am

Section I: Contracting authority

I.1) Name and addresses

Ordnance Survey Ltd

Adanac Drive

Southampton

SO16 0AS

Contact

Steve Douch

Email

steve.Douch@os.uk

Telephone

+44 2380055070

Country

United Kingdom

NUTS code

UKJ32 - Southampton

Internet address(es)

Main address

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:-Business-and-management-consultancy-and-related-services./6H49956TZ8>

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

Branded Experience Strategy Partner

Reference number

BS2207.2021

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

OS would like to mature our approach to CX and create a customer experience strategy that all OS people can connect with and deliver outcomes.

We require a partner who can benchmark and measure our CX maturity, help develop the vision and maturity pathway and who can be creative and fully understand the OS vision, strategy, and brand purpose to co create our customer experience.

II.1.5) Estimated total value

Value excluding VAT: £285,000

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

OS would like to mature our approach to CX and create a customer experience strategy that all OS people can connect with and deliver outcomes.

We require a partner who can benchmark and measure our CX maturity, help develop the

vision and maturity pathway and who can be creative and fully understand the OS vision, strategy, and brand purpose to co create our customer experience.

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: £285,000

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:-Business-and-management-consultancy-and-related-services./6H49956TZ8>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/6H49956TZ8>

GO Reference: GO-2021723-PRO-18617952

VI.4) Procedures for review

VI.4.1) Review body

Ordnance Survey Ltd

Southampton

Country

United Kingdom