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Award

## Customer Experience Mapping

Local Government and Social Care Ombudsman

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

Notice identifier: 2025/S 000-017485

Procurement identifier (OCID): ocds-h6vhtk-0508ce

Published 29 April 2025, 9:36am

## Scope

## Reference

2015-01

## Description

Our customer's experience very much depends on the type of complaint they are making, how we communicate, the length of time it takes and the outcome of a case.

We are looking for a comprehensive understanding of those customer journeys.

We have limited resources and expertise to map the customer journey from first contact to decision. Therefore, we require an external research/consultancy company to help us deliver this work.

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## **Contract 1. Customer Journey Mapping**

### **Supplier**

- Trig Point Consulting

### **Contract value**

- £20,000 excluding VAT
- £24,000 including VAT

Below the relevant threshold

### **Award decision date**

25 March 2025

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

7 May 2025

### **Contract dates (estimated)**

- 8 May 2025 to 31 July 2025
- 2 months, 24 days

### **Main procurement category**

## Services

### **CPV classifications**

- 79342300 - Customer services

### **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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### **Information about tenders**

- 3 tenders received
- 3 tenders assessed in the final stage:
  - 3 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts

- 2 suppliers unsuccessful (details included for contracts over £5 million)

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## Procedure

### Procedure type

Below threshold - limited competition

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## Supplier

### Trig Point Consulting

- Companies House: 07409635
- Public Procurement Organisation Number: PJQZ-2585-BRGZ

C/O Galloways Accounting The Mill Building

Worthing

BN11 1LY

United Kingdom

Email: [info@trigpointconsulting.co.uk](mailto:info@trigpointconsulting.co.uk)

Website: <https://trigpointconsulting.co.uk>

Region: UKJ27 - West Sussex (South West)

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Customer Journey Mapping

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## Contracting authority

### Local Government and Social Care Ombudsman

- Public Procurement Organisation Number: PDRP-7293-DGWX

Cheylemore House, 5 Quinton Road

Coventry

CV1 2WT

United Kingdom

Email: [procurement@lgo.org.uk](mailto:procurement@lgo.org.uk)

Region: UKG33 - Coventry

Organisation type: Public authority - central government