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Contract

Digital Market Intelligence Support

NS&I

F03: Contract award notice

Notice identifier: 2023/S 000-019118

Procurement identifier (OCID): ocds-h6vhtk-03bcf6

Published 5 July 2023, 11:21am

Section I: Contracting authority

I.1) Name and addresses

NS&I

London

SW1P 3BT

Contact

Jack Burgess

Email

jack.burgess@nsandi.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://nsandi-corporate.com/>

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Digital Market Intelligence Support

Reference number

23-FTS-01

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

A digital and fintech market intelligence agency is required to help NS&I monitor the external competitor landscape, particularly focussing on fintechs, Open Banking developments and digital innovations.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £200,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The financial services arena is going through some significant changes through the recent introduction of Open Banking and the changing digital environment.

A digital and fintech market intelligence agency is required to help NS&I monitor the external competitor landscape, particularly focussing on fintechs, Open Banking developments and digital innovations.

The digital and fintech market intelligence agency will provide specialist insights on competitor's strategies, including but not limited to, best practice in customer experience, operations and product and proposition development. Guidance and recommendations are required to help support and inform NS&I's digital first strategy.

The following is a breakdown of our requirements from a digital and fintech market intelligence agency:

- Deep dive, topic-based presentation/report delivered internally to key stakeholders. This would be on an ad-hoc basis determined by the use of research credits. We estimate that we would require four of these deliverables per annum.
- Regular news alerts on the latest digital and innovation developments within financial services, with analyst commentary summarising the impact for NS&I
- Access to an online web portal to access downloadable content including:
 - o Screenshots/Video insights on CX journeys across mobile and desktop channels
 - o Insight reports
 - o News alerts with analyst commentary on risk/opportunities for NS&I
- Access to an analyst who will be able to field questions – not requiring deep dive

analysis - on an ad-hoc basis.

All tendering against this requirement must be conducted via NS&I's Panacea Portal

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

There is an initial contract term of 12 months and there are two 12 month extension periods available.

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 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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-010019](#)

Section V. Award of contract

Contract No

23-FTS-01

Title

Digital Market Intelligence Support

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 June 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

11:FS Group Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £200,000

Total value of the contract/lot: £200,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Government Internal Audit Agency

London

Country

United Kingdom