

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019358-2022>

Contract

Staff Survey and Engagement Platform

The British Broadcasting Corporation (BBC)

F03: Contract award notice

Notice identifier: 2022/S 000-019358

Procurement identifier (OCID): ocds-h6vhtk-035246

Published 15 July 2022, 9:16am

Section I: Contracting authority

I.1) Name and addresses

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

Email

jonathan.palfreeman@bbc.co.uk

Telephone

+44 1234567890

Fax

+44 1234567890

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.bbc.co.uk/supplying/>

Buyer's address

<https://bbc.bravosolution.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Broadcasting

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Staff Survey and Engagement Platform

Reference number

PROC 2020 37 JP

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

The BBC has purchased a staff survey and engagement software-based platform solution, to be used for the vast majority of pan-BBC survey requirements. The requirement is for Staff Surveys, Exit Surveys and regular Pulse Surveys on an ongoing basis. This provision gives high quality data to respond to feedback related to Culture and Engagement at the BBC and to deliver one of the key objectives, of making the BBC an even greater place to work. This consistent measurement is critical in ensuring we can respond to the areas people are telling us we need to improve in. Evidence based decisions are formed, based on the organisational culture and our people. This is proven to assist with productivity, efficiency, innovation and managing employee turnover. A flexible platform also helps add value, as we can use it for satisfaction surveys and change management as well as staff surveys.

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: £1,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

In conducting this procurement, the BBC acted on its own behalf and as agent for all other BBC commercial subsidiaries and entities such as (but not limited to) BBC Studios, UKTV and BBC Studioworks who may potentially make use of the provisions procured.

II.2.5) Award criteria

Quality criterion - Name: Survey Construction / Weighting: 41.48

Quality criterion - Name: User Experience / Weighting: 14.81

Quality criterion - Name: Data Collection / Weighting: 8.89

Quality criterion - Name: Data Analysis / Weighting: 15.56

Quality criterion - Name: Support / Weighting: 11.11

Quality criterion - Name: Diversity and Inclusion / Weighting: 8.15

Price - Weighting: 100

II.2.11) Information about options

Options: Yes

Description of options

The contract is for 3 years, with options to extend by up to 24 further months. The estimated total contract value is inclusive of the maximum 5 year period.

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: [2020/S 167-406049](#)

Section V. Award of contract

Title

SUPPLY OF STAFF SURVEY AND ENGAGEMENT PLATFORM

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 July 2022

V.2.2) Information about tenders

Number of tenders received: 17

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

V.2.3) Name and address of the contractor

Culture Amp Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £1,000,000

Section VI. Complementary information

VI.3) Additional information

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

VI.4) Procedures for review

VI.4.1) Review body

Business and Property Courts of England and Wales - TCC

Rolls Building, 7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.