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Contract

## **Mystery Shopper**

Construction Industry Training Board

F03: Contract award notice

Notice identifier: 2022/S 000-020996

Procurement identifier (OCID): ocds-h6vhtk-0357ee

Published 1 August 2022, 4:05pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

#### **Email**

[citb-procurement@gov.sscl.com](mailto:citb-procurement@gov.sscl.com)

#### **Telephone**

+44 7704543667

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.citb.co.uk](http://www.citb.co.uk)

**I.4) Type of the contracting authority**

European Institution/Agency or International Organisation

**I.5) Main activity**

Economic and financial affairs

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Mystery Shopper

Reference number

PROC2021148

**II.1.2) Main CPV code**

- 73110000 - Research services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

CITB wishes to procure a supplier who will provide a mystery shopping contract covering the whole of the UK and Northern Ireland ensuring that there are sufficient adequately trained and briefed mystery shoppers in all geographical areas.

The Contract will be awarded for a period of 3 years with the option to extend for a further 12 months subject to review.

### **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: £240,000

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 71317200 - Health and safety services
- 71317210 - Health and safety consultancy services
- 80000000 - Education and training services
- 80500000 - Training services
- 80520000 - Training facilities
- 80521000 - Training programme services
- 80530000 - Vocational training services
- 45214620 - Research and testing facilities construction work
- 73110000 - Research services
- 79310000 - Market research services

### **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 core project objective is to consistently monitor testing and training centres to provide CITB with assurance that those centres are operating and following the scheme rules for each product and are delivering the customer experience CITB expects.

This includes customer service, processes and issues candidates face across the whole testing experience from booking to completing the test/course.

These mystery shops are required in order to:

- measure key customer service levels
- monitor performance from the point a booking is made, either by phone or online, through to completing a test
- provide an immediate escalated alert mechanism for non-compliance in specifically selected key areas.

This will require the services of an experienced, professional organisation to deliver a robust, managed, mystery shop program.

#### **II.2.5) Award criteria**

Price

#### **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

#### **II.2.14) Additional information**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/8S49FUXK45>

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## **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: [2019/S 073-173051](#)

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

21 July 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 5

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

#### **V.2.3) Name and address of the contractor**

Mystery Shoppers Ltd

Dalton House, 60 Windsor Avenue

London

SW19 2RR

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02654347

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: £240,000

Total value of the contract/lot: £240,000

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## **Section VI. Complementary information**

### **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.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=710131512>

GO Reference: GO-202281-PRO-20712565

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Construction Industry Training Board

Sand Martin House, Bittern Way, Fletton Quays

Peterborough

PE2 8TY

Email

[citb-procurement@gov.sscl.com](mailto:citb-procurement@gov.sscl.com)

Country

United Kingdom