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Tender

## **What can we learn from retail banking practices during Covid-19?**

FAIR4ALL FINANCE LIMITED

F02: Contract notice

Notice identifier: 2021/S 000-025508

Procurement identifier (OCID): ocids-h6vhtk-02eb11

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### **Section I: Contracting authority**

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

FAIR4ALL FINANCE LIMITED

2nd Floor 28 Commercial Street

London

E16LS

#### **Contact**

Gary Stephens

#### **Email**

[procurement@fair4allfinance.org.uk](mailto:procurement@fair4allfinance.org.uk)

#### **Telephone**

+44 7940519544

#### **Country**

United Kingdom

**NUTS code**

UKI42 - Tower Hamlets

**Internet address(es)**

Main address

<https://fair4allfinance.org.uk/invitations-to-tender/>

Buyer's address

<https://fair4allfinance.org.uk/invitations-to-tender/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://fair4allfinance.org.uk/invitations-to-tender/>

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**

Economic and financial affairs

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## **Section II: Object**

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

#### **II.1.1) Title**

What can we learn from retail banking practices during Covid-19?

#### **II.1.2) Main CPV code**

- 73000000 - Research and development services and related consultancy services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Fair4All Finance is seeking a provider to research the provisions that retail banking lenders put in place to support customers through the financial shocks that they faced because of the Covid-19 pandemic.

Broadly, this work should seek to detail the different support measures put in place, the customer demographics reached, and the impact these interventions had on customer financial wellbeing and overall wellbeing. The research should be framed around the different operational and financial implications it had for retail banking providers.

Insights from this work will be used by Fair4AllFinance and partners to inform how mainstream banks can take learnings from the temporary measures and best serve customers who are classified as financially vulnerable in the long-term. The insights will help to formulate recommendations at the product and policy level.

#### **II.1.5) Estimated total value**

Value excluding VAT: £100,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

#### **II.2.4) Description of the procurement**

As per the Quotation documentation

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

5 November 2021

End date

31 March 2022

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

Please see Quotation information

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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.2.2) Time limit for receipt of tenders or requests to participate**

Date

1 November 2021

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

3 November 2021

Local time

5:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Fair4All Finance

London

Country

United Kingdom