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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): ocds-h6vhtk-02eb11

Published 12 October 2021, 4:20pm

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

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

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

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

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