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Tender

Social Media Monitoring Solution

Financial Conduct Authority

F02: Contract notice

Notice identifier: 2022/S 000-026125

Procurement identifier (OCID): ocds-h6vhtk-036949

Published 16 September 2022, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Contact

Lea-Rose Clarke

Email

isprocurement@fca.org.uk

Telephone

+44 2070666702

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.fca.org.uk>

Buyer's address

<https://www.fca.org.uk>

I.3) Communication

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

<https://fca.delta-esourcing.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://fca.delta-esourcing.com/>

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

Social Media Monitoring Solution

Reference number

CON-21-085

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The FCA's Digital Intelligence Exploitation Department is retendering its social media listening tool, the current contract expires February 2023. The Department requires a tool that can search various feeds and provide information that can be used to understand trends that have the potential of impacting the financial eco system. The contract will be for 2 years with the option to extend by a further 2 years on a 1 plus 1 basis.

II.1.5) Estimated total value

Value excluding VAT: £1,050,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48600000 - Database and operating software package
- 48610000 - Database systems
- 48611000 - Database software package

- 48000000 - Software package and information systems
- 48810000 - Information systems
- 64216200 - Electronic information services
- 72222300 - Information technology services
- 32583000 - Data and voice media
- 79315000 - Social 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 FCA's Digital Intelligence Exploitation Department is retendering its social media listening tool, the current contract expires February 2023. The Department requires a tool that can search various feeds and provide information that can be used to understand trends that have the potential of impacting the financial eco system, and a tool which will allow it to retrieve information about Firms, in particular the issues, concerns harms consumers are experiencing. The contract will be for 2 years with the option to extend by a further 2 years on a 1 plus 1 basis.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 70

Cost criterion - Name: Price / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £1,050,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

The contract will have extension provisions for year 3 and 4. This extension value is estimated at £1,050,000. The Authority may also decide to retender the services at the end of the initial or extension term.

II.2.10) Information about variants

Variants will be accepted: No

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

Electronic Procurement documentation can be found at <https://fca.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./63K39NU5SJ>.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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: No

IV.2) Administrative information

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

Date

18 October 2022

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 18 July 2023

IV.2.7) Conditions for opening of tenders

Date

18 October 2022

Local time

12:01pm

Place

The FCA's Office, 12 Endeavour Square

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://fca.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./63K39NU5SJ>

To respond to this opportunity, please click here:

<https://fca.delta-esourcing.com/respond/63K39NU5SJ>

GO Reference: GO-2022916-PRO-20972158

VI.4) Procedures for review

VI.4.1) Review body

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London

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