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Tender

CON-23-161 Market Research Framework

Financial Conduct Authority

F02: Contract notice

Notice identifier: 2023/S 000-026549

Procurement identifier (OCID): ocds-h6vhtk-03fb09

Published 7 September 2023, 7:06pm

Section I: Contracting authority

I.1) Name and addresses

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Email

FCAProcurement@fca.org.uk

Telephone

+44 2070661000

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

01920623

Internet address(es)

Main address

www.fca.org.uk

Buyer's address

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

I.3) Communication

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

<https://www.delta-esourcing.com/delta/respondToList.html?accessCode=TK846ZJ7D2>

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

CON-23-161 Market Research Framework

Reference number

CON-23-161

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

The Financial Conduct Authority (the FCA) is seeking to establish a framework agreement for the provision of market research services. The framework will run for a period of four years, from May 2024.

II.1.5) Estimated total value

Value excluding VAT: £6,400,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot A Quantitative Surveys

Lot No

1

II.2.2) Additional CPV code(s)

- 73110000 - 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

Lot A covers quantitative surveys, commissioned in response to a specific policy or regulatory development for the FCA or other Authorities (as set out in the Invitation to Tender). It is split into four specialisms:

Specialism 1 - Bespoke - Large-scale quantitative surveys

Specialism 2 - CATI Omnibus surveys

Specialism 3 - CAPI Omnibus surveys

Specialism 4 - CAWI (online omnibus) and Panel samples

Tenderers can bid for one or multiple specialisms.

II.2.5) Award criteria

Quality criterion - Name: Technical Ability / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 5

Cost criterion - Name: Commercial Competitiveness / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £1,500,000

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

Duration in months

48

This contract is subject to renewal

No

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) Description

II.2.1) Title

Lot B Qualitative Research

Lot No

2

II.2.2) Additional CPV code(s)

- 73110000 - 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 Financial Conduct Authority (the FCA) is seeking Tenderers to provide market research services involving the use of qualitative or user experience research. This Lot is reserved specifically for Tenderers that offer these type of research services, either of consumers or businesses (regulated firms or business entities). This Lot is split into two specialisms:

Specialism 1 - Bespoke qualitative studies;

Specialism 2 – Bespoke qualitative studies of online user experiences.

Tenderers can bid for one or multiple specialisms.

II.2.5) Award criteria

Quality criterion - Name: Technical Ability / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 5

Cost criterion - Name: Commercial Competitiveness / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £2,500,000

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

Duration in months

48

This contract is subject to renewal

No

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) Description

II.2.1) Title

Lot C Mystery Shopping Services

Lot No

3

II.2.2) Additional CPV code(s)

- 73110000 - 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 Financial Conduct Authority (the FCA) is seeking suppliers to provide market research services carried out through the mystery shopping of financial services providers.

Mystery shopping is employed by the FCA to allow it to 'observe' and assess whether regulated financial services firms, largely retail, are abiding by the regulatory requirements laid down in the FCA's rules and regulations in their conduct with consumers. This forms part

of our supervisory conduct management activity.

II.2.5) Award criteria

Quality criterion - Name: Technical Ability / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 5

Cost criterion - Name: Commercial Competitiveness / Weighting: 5

II.2.6) Estimated value

Value excluding VAT: £450,000

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

Duration in months

48

This contract is subject to renewal

No

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) Description

II.2.1) Title

Lot D Syndicated Market Research Services

Lot No

4

II.2.2) Additional CPV code(s)

- 73110000 - 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 Financial Conduct Authority (the FCA) is seeking suppliers to provide market research services involving syndicated subscription-based financial services market research and insight reporting.

II.2.5) Award criteria

Quality criterion - Name: Technical Ability / Weighting: 95

Quality criterion - Name: Social Value / Weighting: 5

Cost criterion - Name: Commercials / Weighting: 0

II.2.6) Estimated value

Value excluding VAT: £1,250,000

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

Duration in months

48

This contract is subject to renewal

No

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) Description

II.2.1) Title

Lot E – Market Research, Project, and Programme Management Specialists

Lot No

5

II.2.2) Additional CPV code(s)

- 73110000 - 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

Lot E covers specialist market research specialisms, which would be contracted in response to a specific policy or regulatory development. It is split into 6 specialisms:

Specialism 1 – Report Writers

Specialism 2 – Statistical advice and sampling methodologists

Specialism 3 – Research Designer

Specialism 4 – Research Data analysis

Specialism 5 – Project managers

Specialism 6 – Programme Manager

Tenderers can bid for one or multiple specialisms.

II.2.5) Award criteria

Quality criterion - Name: Technical Ability / Weighting: 65

Quality criterion - Name: Social Value / Weighting: 5

Cost criterion - Name: Commercial Competitiveness / Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £700,000

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

Duration in months

48

This contract is subject to renewal

No

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

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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

19 October 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

19 October 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

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.

In addition to the FCA, the following Contracting Authorities (as defined by the Public Contracts Regulations 2015) will be Authorised Users of the FCA's Market Research Framework and may choose to use it:

- The Payments Systems Regulator (PSR)
- The Bank of England (BoE)
- The Prudential Regulation Authority (PRA)
- Financial Ombudsman Service (FOS)
- Financial Services Compensation Scheme (FSCS)
- Money & Pensions Service (MaPS)

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

<https://fca.delta-esourcing.com/tenders/UK-UK-London:-Market-research-services./TK846ZJ7D2>

To respond to this opportunity, please click here:

<https://fca.delta-esourcing.com/respond/TK846ZJ7D2>

GO Reference: GO-202397-PRO-23821681

VI.4) Procedures for review

VI.4.1) Review body

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Email

FCAProcurement@fca.org.uk

Telephone

+44 2070661000

Country

United Kingdom

Internet address

www.fca.org.uk