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Contract

## **Social Media Monitoring Solution**

Financial Conduct Authority

F03: Contract award notice

Notice identifier: 2023/S 000-027522

Procurement identifier (OCID): ocds-h6vhtk-036949

Published 18 September 2023, 4:06pm

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

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

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

#### **Email**

[isprocurement@fca.org.uk](mailto: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.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**

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 has entered a contract for social media listening tool. The Department required 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 is for two (2) years with the option to extend by a further two (2) years on a one (1) plus one (1) basis.

#### **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: £1,206,750

### **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 has contracted for a social media listening tool. The Department required a tool that can search various feeds and provide information that can be used to understand trends with 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 is for two (2) years with the option to extend by a further two (2) years on a one (1) plus one (1) basis.

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

Quality criterion - Name: Criterion 1 / Weighting: 70

Price - Weighting: 30

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

Options: Yes

Description of options

The contract is for two (2) years with the option to extend by a further two (2) years on a one (1) plus one (1) basis.

## **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**

The contract is for two (2) years with the option to extend by a further two (2) years on a one (1) plus one (1) basis. The total value of the contract in this notice includes the initial contract term of two (2) years and the optional extension terms.

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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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-026125](#)

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

### **Contract No**

CON-21-085

### **Title**

Social Media Monitoring Solution

A contract/lot is awarded: Yes

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

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

8 February 2023

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

Number of tenders received: 7

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

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

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

FENIX MEDIA LTD T/A PULSAR

Johnson Building, 79 Hatton Garden

London

EC1N 8AW

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

04378213

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: £1,206,750

Total value of the contract/lot: £1,206,750

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## Section VI. Complementary information

### VI.3) Additional information

The total value of the contract in this notice includes the initial contract term of two (2) years and the optional extension terms.

To view this notice, please click here:

<https://fca.delta-esourcing.com/delta/viewNotice.html?noticeId=809848005>

GO Reference: GO-2023918-PRO-23947413

### VI.4) Procedures for review

#### VI.4.1) Review body

Financial Conduct Authority

12 Endeavour Square

London

E20 1JN

Email

[isprocurement@fca.org.uk](mailto:isprocurement@fca.org.uk)

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