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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

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

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.

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](#)

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

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

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isprocurement@fca.org.uk

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Country

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Internet address

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