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Tender

User Perception Survey

NPL Management Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057713

Procurement identifier (OCID): ocds-h6vhtk-059d28

Published 18 September 2025, 1:28pm

Scope

Reference

PJ00004641

Description

This RFQ seeks a survey aimed at collecting valuable feedback from our users and collaborators. The results from this survey will be converted into quantifiable metrics to be reported to DSIT. These could be used during government spending reviews, in the submission of business cases, and reassessing the organisational objectives.

The aims are to:

- To assess customer engagement and satisfaction with NPL's products and services.
- To measure the impact of NPL's products and services on client outcomes.
- To evaluate the quality and effectiveness of communication and interactions with NPL staff.

- To gather actionable feedback for continuous improvement.

This survey represents the first initiative of its kind undertaken by the Analysis & Evaluation team at NPL and is currently in its research and development phase. As such, it is considered a pilot. Subject to its success, there is an intention to conduct the survey annually and to develop a formal satisfaction metric.

The survey entails a series of steps. This RFQ is seeking a supplier to deliver the following steps for the survey:

1. Pilot Survey: This is to test the quality of both the questionnaire and the responses, rate of return, and to make any necessary changes before the main survey is rolled out. There will be a gate review following the completion of the pilot. The review will assess the quality of data captured by the successful bidder and the rate of return.
2. Main Survey: After the gate review, the successful bidder will be instructed to undertake the main survey.

Total value (estimated)

- £65,000 excluding VAT
- £78,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 20 October 2025 to 18 October 2026
- 11 months, 30 days

Main procurement category

Services

CPV classifications

- 38000000 - Laboratory, optical and precision equipments (excl. glasses)
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

Contract locations

- UK - United Kingdom

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

25 September 2025, 5:00pm

Tender submission deadline

3 October 2025, 3:00pm

Submission address and any special instructions

Please ensure that you register on Bravo Solutions (link below) to obtain the documents and submit your interest / intention to bid. <https://lupc.bravosolution.co.uk/web/login.shtml>

All correspondence must be through the Bravo Solutions message centre.

Tenders may be submitted electronically

Yes

Award criteria

Full details available in the RFQ document.

QUALITY 80%

COST 20%

Quality breakdown as shown below:

EC1 - Understanding of aims and objectives 20%

EC2 - Methodology - Proposed solution to meet the objectives 25%

EC3 - Project management and delivery 15%

EC4 - Bidder's track record of delivering similar projects 10%

EC5 - Experience of the bidder's team that will undertake the project 5%

Deliverables 2.1.4 5%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

<https://lupc.bravosolution.co.uk/web/login.shtml>

The Authority using the LUPC Bravo e-tender portal to conduct the procurement process. All Bidders must register their company via the LUPC Bravo Portal. This can be done via the following link <https://lupc.bravosolution.co.uk/web/login.shtml>

Any issues surrounding access and functionality of the LUPC Bravo System must be directed to Bravo Helpdesk on 44 800 069 8630 or email help@bravosolution.co.uk

Contracting authority

NPL Management Limited

- Companies House: 02937881
- Public Procurement Organisation Number: PYDB-8862-JBYM

National Physical Laboratory

Teddington

TW11 0LW

United Kingdom

Email: etenders@npl.co.uk

Website: <http://www.npl.co.uk>

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)