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Contract

User Perception Survey

NPL Management Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083269

Procurement identifier (OCID): ocds-h6vhtk-059d28 ([view related notices](#))

Published 16 December 2025, 11:39am

Scope

Reference

PO00014281

Description

The requirement is for the provision of services to design, deliver, and report on a customer feedback survey for NPL.

Pilot Survey

Develop and administer a pilot questionnaire to test quality, clarity, and response rates.

Analyse pilot data and provide recommendations for improvements.

Participate in a gate review to assess data quality and return rates before proceeding to the main survey.

Main Survey

Implement the revised questionnaire following the pilot review.

Collect and analyse responses to generate quantifiable metrics.

Produce a comprehensive report summarising findings, including customer engagement, satisfaction, impact on client outcomes, and communication effectiveness.

Provide actionable insights for continuous improvement.

Supply Requirements:

Surveys must be delivered digitally (online platform) with secure data handling compliant with UK GDPR.

Supplier must provide project management, data analysis, and reporting services.

All outputs to be supplied in agreed formats (e.g., Excel datasets, PDF reports).

Contract 1

Supplier

- Pye Tait Ltd

Contract value

- £52,950 excluding VAT
- £63,540 including VAT

Below the relevant threshold

Date signed

25 November 2025

Contract dates

- 25 November 2025 to 18 October 2026
- 10 months, 24 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

Procedure**Procedure type**

Below threshold - open competition

Supplier

Pye Tait Ltd

5 Merus Court, Meridian Business Park

LEICESTER

LE19 1RJ

United Kingdom

Email: n.charleton@pyetait.com

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

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)