

**United Kingdom-London: Market research services**  
**OJ S 173/2017 09/09/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: National Savings and Investments

Postal address: 1 Drummond Gate

Town: London

NUTS code: UK United Kingdom

Postal code: SW1V 2QX

Country: United Kingdom

Contact person: Malcolm Edwards

E-mail: [malcolm.edwards@nsandi.com](mailto:malcolm.edwards@nsandi.com)

**Internet address(es):**

Main address: [www.nsandi.com](http://www.nsandi.com)

Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/5255>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: financial services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Quantitative Research Services including Customer Satisfaction Surveying.

Reference number: 1514

**II.1.2. Main CPV code**

79310000 Market research services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The purpose of this invitation to tender is to establish a one year agreement with a service provider for the provision of quantitative research services including running NS&I's strategic level customer satisfaction survey. Please note, this contract does not include omnibus services as these are already covered by another contract or NS&I's tactical customer satisfaction surveying.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 250 000,00 GBP

**II.2. Description****II.2.2. Additional CPV code(s)**

79342311 Customer satisfaction survey

**II.2.3. Place of performance**

NUTS code: UK United Kingdom

Main site or place of performance: LONDON.

**II.2.4. Description of the procurement**

Each year NS&I potentially carries out a small number of ad-hoc quantitative research projects. Currently we do not have a contract in place to cover these needs so need to tender for each piece separately. For efficiency purposes we want to set up a 'call off' contract with an agency that can provide us with any ad hoc quantitative research services that are not covered by current contracts. NS&I is unable to guarantee whether any ad hoc quantitative research projects will be commissioned during the lifetime of this contract or the scale of any pieces that are commissioned. Ad hoc quantitative research projects could take a number of different formats and cover a range of topics.

In addition to this ad hoc quantitative research there is the requirement to run NS&I's strategic customer satisfaction survey and support us by providing expert guidance around the area of customer satisfaction and customer experience. In particular, recommending solutions to identify customer experience issues.

**II.2.5. Award criteria**

Quality criterion - Name: Technical / Weighting: 55

Quality criterion - Name: Capability / Weighting: 10

Quality criterion - Name: Quality / Weighting: 5

Cost criterion - Name: Costs / Weighting: 25

Cost criterion - Name: Agreement to NS&I terms / Weighting: 5

**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.2.14. Additional information**

For further information and to participate in this tender opportunity please visit the NS&I

eProcurement portal: <https://nsandi.eu-supply.com/login.asp?B=NSANDI>

Select 'Ref: 1514 Quantitative Research Services' and register your interest to download the tender documents. Please note that all communications with NS&I can only be conducted via the NS&I eProcurement portal.

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**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**

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

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

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

Notice number in the OJ S: [2017/S 126-256863](#)

##### **IV.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Contract No:** 1

**Title:**

Quantitative Research Services specialising in Customer Satisfaction/Experience Surveying and Insight

A contract/lot is awarded: yes

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

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

06/09/2017

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

Number of tenders received: 9

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

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

Official name: Discovery Research Ltd

Town: London

NUTS code: UK United Kingdom

Country: United Kingdom

The contractor is an SME: yes

##### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 250 000,00 GBP

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

The contract value shown is an estimated value of the expected value of the services to be called off from the supplier over the contract period.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: National Savings and Investments

Town: London

Country: United Kingdom

**VI.5. Date of dispatch of this notice**

07/09/2017