

**United Kingdom-London: Business services: law, marketing, consulting, recruitment, printing and security**

OJ S 204/2019 22/10/2019

Contract award notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: National Savings and Investments

Postal address: 1 Drummond Gate

Town: London

NUTS code: UKI London

Postal code: SW1V 2QX

Country: United Kingdom

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

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Competitor and Market Intelligence – Monitoring Digital Developments within the Retail Financial Services Sector

Reference number: 1570

**II.1.2. Main CPV code**

79000000 Business services: law, marketing, consulting, recruitment, printing and security

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

NS&amp;I wishes to enter into an agreement with a supplier who can provide monitoring services and insight on competitors' digital initiatives within the retail finance sector.

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 198 000,00 GBP

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

79310000 Market research services

### **II.2.3. Place of performance**

NUTS code: UKI London

Main site or place of performance: London.

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

NS&I wishes to enter into an agreement with a supplier capable of providing monitoring services and insight on competitors' digital initiatives within the retail finance sector.

For the purposes of this tender, NS&I requires the following services:

- preparation and delivery of a quarterly innovation tracker on the latest developments across the categories of mobile app, mobile web and desktop within a competitor set specified by NS&I,
- presentation of a quarterly deep dive on a customer experience/digital related topic chosen by NS&I,
- through the use of research credits, dedicated analyst time is required on an ad-hoc basis to deliver insight,
- NS&I may also require, on an ad-hoc basis, assistance on light questions/queries to help clarify some insights,
- delivery of a topic based monthly report/bulletin on a subject related to customer experience and digital chosen by NS&I,
- NS&I require the supplier to have a secured online platform containing a library of all reports and insights,
- NS&I requires a supplier that has specialist knowledge within the digital and fintech sector with a comprehensive savings market coverage. The supplier should be able to provide monitoring over an extensive list of competitors' within the UK and globally,
- proactive, up to date email news alerts on latest competitor and market developments should be sent to NS&I colleagues as and when they arise.

Any eventual contract would be for a maximum duration of 3 years, renewable on an annual basis after the first year. The indicative budget for this requirement is 210 000 GBP (excluding VAT) over 3 years.

To download the tender documentation and register your interest please click on the above button.

Please note the deadline for submission of tenderers' responses is Midday, 19.8.2019.

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

Quality criterion - Name: Technical / Weighting: 20 %

Quality criterion - Name: Capability / Weighting: 40 %

Quality criterion - Name: Quality / Weighting: 10 %

Quality criterion - Name: Presentation / Weighting: 5 %

Cost criterion - Name: Cost / Weighting: 20 %

Cost criterion - Name: Acceptance of 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**

## **Section IV: Procedure**

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### **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: [2019/S 140-344962](#)

#### **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:**

Competitor and Market Intelligence – Monitoring Digital Developments within the Retail Financial Services Sector

A contract/lot is awarded: yes

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

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

03/10/2019

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

Number of tenders received: 5

Number of tenders received from SMEs: 2

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: 5

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

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

Official name: Mapa International Ltd

Postal address: The Blue Fin Building, 110 Southwark Street

Town: London

NUTS code: UKI London  
Postal code: SE1 0SU  
Country: United Kingdom  
The contractor is an SME: no

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

Total value of the contract/lot: 198 000,00 GBP

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

For further information and to download the tender documentation, please visit the NS&I e-sourcing portal: <https://nsandi.eu-supply.com/login.asp?B=NSANDI>. Any questions relating to this tender must be submitted via the portal: <https://nsandi.eu-supply.com/login.asp?B=NSANDI>.

Please note the deadline for submission of responses is Midday, 19.8.2019.

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: National Savings and investments  
Postal address: 1 Drummond Gate  
Town: London  
Postal code: SW1V 2QX  
Country: United Kingdom

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

18/10/2019