

Populate the form (* denotes mandatory fields). You can use the 'Prefill' button to populate the notice form with your user information and data from system objects. Navigate through the form sections using the page selector on the right of the screen. Please note that attachments can be managed at the point of publishing the notice rather than appearing within the form. Avoid special characters (e.g. "&*>?:") and CAPS in any text.

1. SUMMARY INFORMATION

Notice Title:	Provision of UK Customer Satisfaction Index Report
Closing Date: (dd/mm/yyyy)	30/06/2021
Closing Time GMT/BST: (hh:mm)	23:59
Contract Start Date: (dd/mm/yyyy)	02/08/2021
Contract End Date: (dd/mm/yyyy)	01/08/2022
Is this notice linked to another Contracts Finder notice?:	No
Lowest/Actual Value: (£)	8000
Suitable for SME (Small and Medium Enterprises)?:	No
Suitable for VCSE (Voluntary Community and Social Enterprise)?:	No
Contract Type:	Services

2. LOCATION & INDUSTRY

Please provide EITHER the postcode or a region within which the works, services or products detailed in this notice will be delivered.

Post Code:	SA6 7JL
Region:	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> Wales <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Main CPV Code:	73000000

3. DESCRIPTION

Please provide a detailed description of the notice you are adding:	The Institute of Customer Service (ICS) conduct research twice a year to produce the UK Customer Satisfaction Index (UKCSI) analysis, which is available from January and July annually. DVLA has purchased bespoke analysis from this report previously and the business plan requires it to provide a measure as to whether DVLA has maintained its position within the top 5 of 'Public Services National'.
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CONTACT DETAILS

Name: (optional)	Jean Jackson
Email:	jean.jackson@dvla.gov.uk
Address:	Driver & Vehicle Licencing Agency (DVLA) Longview Road, Morriston,
Town/City:	Swansea
Country:	Wales
Postcode:	SA6 7JL
Phone number: (optional)	0

ATTACHMENTS

AWARD DETAILS

Date the contract was awarded: (dd/mm/yyyy)	30/07/2021
Awarded value: (£)	8000
Contract Start Date: (dd/mm/yyyy)	02/08/2021
Contract End Date: (dd/mm/yyyy)	01/08/2022
Procedure Type:	Single tender action (non-OJEU)
Table of suppliers (multiple can be added)	1

Supplier Identifier Type:	No reference – other
Organisation name:	Institute of Customer Service
Address:	Mill House, 8 Mill Street, London, SE1 2BA, UNITED KINGDOM
Contact Name (optional):	Institute of Customer Service user
Supplier is a VCSE:	No