**Contracts Finder Advertisement**

|  |  |
| --- | --- |
| **Title of the contract:** | Provision of Survey Software |
| **Reference number:** | CCSO20A99  |
| **Buying organisation** | Crown Commercial Service  |
| **Estimated contract value:** | Circa £30,000 |
| **Deadline date:** | Thursday 7th January 2021 @ Midday |
| **This deadline is for:** | Submitting a tender to provide the services |
| **Find regions:** | UK |
| **Extra comments about the location:** | N/A |
| **Is this suitable for small suppliers:** | Yes |
| **Is this contract suitable for a voluntary, community and social enterprise organisations?** | Yes |
| **Contract description:** | CCS uses survey software for the creation of internal and external surveys. External surveys include Net Promoter Score (NPS) surveys to all Crown Commercial Service Customers. The surveys capture the details of customer perceptions of the service provided by CCS.CCS currently has an agreement with an existing provider for the provision of survey software which is integrated within its Salesforce CRM system. The replacement software survey solution will need to be in place by 26 February 2021, as detailed in Section 7, Key Milestones. This new contract will therefore be required to commence 12 February 2021.CCS is therefore inviting offers for replacement survey software going forward. The new agreement will be required to be in place for a period of twelve (12) months, with the option to extend for a further twelve (12) + twelve (12) months (maximum 36 months). |
| **Supporting Documents** | Full Set of Tender Documents provided. |
| **CPV Codes** | 48000000 |
| **Estimated length of contract:** | 1 years with an option to extend for two further years. (1 + 1 + 1). |
| **Type of contract:** | Services |
| **The contract will be awarded on:** | Most Economically Advantageous Tender |
| **Is this contract related to a programme of funding:** | No |
| **Is this contract a framework agreement or part of one?** | No |
| **How to apply instructions to suppliers:** | How to apply Instructions to Potential Providers:Potential Providers must first be registered on the Crown Commercial Service e-Sourcing Suite in order to respond to the Procurement. If you have not yet registered on the e-Sourcing Suite, this can be done online at: https: https://crowncommercialservice-prep.bravosolution.co.uk/web/login.htmlPlease note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering, who will be entering into a contract if invited to do so at the Invitation to Tender stage. Potential Providers should note that it could take up to 10 working days to obtain a DUNS number.Once you have registered on the e-Sourcing Suite, you will need to express your interest by emailing info@crowncommercial.gov.uk PLEASE ENSURE YOU INCLUDE THE REFERENCE NUMBER: ref:\_00Db0egy4.\_5004JIOR6y:refIN YOUR EMAIL TITLE OR WITHIN THE TEXT OF YOUR EMAIL. WITHOUT THIS REFERENCE THERE IS A RISK YOUR EXPRESSION OF INTEREST WILL NOT BE PICKED UP. Your email must clearly state: CCSO20A99 - Provision of Survey Software- name/reference of this procurement (ref:\_00Db0egy4.\_5004JIOR6y:ref)- the name of the registered supplier; and- the name and contact detailsCrown Commercial Service will then process your registration and assign your organisation to the opportunity. The registered user will receive a notification email to alert them once this has been done.It is advised however that Potential Providers register as soon as practically possible in order to receive the Invitation to Tender and have a sufficient amount of time to respond. For technical assistance on use of the e-Sourcing Suite please contact theHelpdesk:Freephone: 0345 410 2222Email: eenablement@Crowncommercial.gov.uk |
| **Organisation:** | Crown Commercial Service |
| **Address line 1:** | Service Operations, Concept House |
| **Town or city:** | Newport |
| **Postcode:** | NP10 8QQ |
| **County** | Newport |
| **Telephone:** | 0345 410 2222 |
| **Public email address:** | info@crowncommercial.gov.uk  |
| **Website:** | https://www.gov.uk/government/organisations/crown-commercial-service |