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Tender

## **Resident Satisfaction Survey Programme**

Tower Hamlets Homes

F02: Contract notice

Notice identifier: 2023/S 000-001652

Procurement identifier (OCID): ocds-h6vhtk-0398c4

Published 19 January 2023, 11:14am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Tower Hamlets Homes

City Reach, 5 Greenwich View Place

London

E14 9NN

#### **Contact**

Mr Jamie Smee

#### **Email**

[THHprocurement@thh.org.uk](mailto:THHprocurement@thh.org.uk)

#### **Telephone**

+44 207364500

#### **Country**

United Kingdom

**Region code**

UK142 - Tower Hamlets

**Internet address(es)**

Main address

<https://www.towerhamletshomes.org.uk/>

Buyer's address

<https://www.towerhamletshomes.org.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Home/About>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Home/About>

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

Other type

Arms length management organisation (ALMO)

**I.5) Main activity**

Housing and community amenities

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**Section II: Object**

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

### **II.1.1) Title**

Resident Satisfaction Survey Programme

Reference number

DN646297

### **II.1.2) Main CPV code**

- 79311000 - Survey services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

Tower Hamlets Homes Limited (“THH”) is inviting tenders from suitably experienced and qualified suppliers to undertake a programme of resident surveys, which forms our performance against key indicators within a demographically challenging environment. Experience with large scale survey programmes within the social housing field is essential. Recent experience with conducting satisfaction surveys via a variety of methods in an inner city culturally diverse environment is desirable. Experience with running a pilot of the Tenant Satisfaction measures is desirable.

### **II.1.5) Estimated total value**

Value excluding VAT: £500,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

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

- 79311200 - Survey conduction services
- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79330000 - Statistical services

- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

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

NUTS codes

- UKI42 - Tower Hamlets

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

Tower Hamlets Homes [THH] is an Arm's Length Management Organisation [ALMO] set up by the London Borough of Tower Hamlets in July 2008 to provide housing services for approximately 21,500 homes. Of these 11,600 are currently tenanted properties and 9,900 are leasehold.

Tower Hamlets is one of the most ethnically diverse areas in the country. A high number of residents have young families and the number of households who have support needs is also relatively high.

THH has had a survey programme in place since 2009. This is designed to underpin service improvement with direct feedback from residents about the services THH delivers, and to enable THH to fulfil the information requirements of central government and the Council.

THH is seeking a Supplier to undertake surveys within a demographically challenging environment. Experience with large scale survey programmes within the social housing field is essential. Recent experience with conducting satisfaction surveys via a variety of methods in an inner city culturally diverse environment is desirable. Experience with running a pilot of the Tenant Satisfaction measures is desirable.

In November 2020, the government published its Social Housing White Paper, setting out plans for a new consumer regulation regime. One element was the requirement that the Regulator of Social Housing develop clear and comparable tenant satisfaction measures. The measures will enable tenants to see how well landlords are performing and will give the Regulator information around which landlords need to make improvement. The new tenant satisfaction measures come into effect in April 2023.

The government is proposing 22 tenant satisfaction measures, covering five main themes. Ten of these would be measured by landlords directly, and 12 by landlords carrying out tenant perception surveys.

As a larger social landlord, managing over 1,000 homes, THH must carry out the survey annually and can use sampling to reach the required number of achieved responses. The

Supplier must set out the survey methodology ensuring via random selection and weighting that the responses are reflective of the demographic make-up of the borough, the stock managed and the residents THH serves.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Initial contract duration of 24 months with an option to extend for further 2 years, giving a maximum contract duration of 4 years (2+1+1), subject to satisfactory performance.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

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

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

24 February 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

24 February 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Tower Hamlets Homes

City Reach, 5 Greenwich View Place

London

E14 9NN

Email

[THHprocurement@thh.org.uk](mailto:THHprocurement@thh.org.uk)

Telephone

+44 2073643423

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Tower Hamlets Homes

City Reach, 5 Greenwich View Place

London

E14 9NN

Email

[THHprocurement@thh.org.uk](mailto:THHprocurement@thh.org.uk)

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