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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

Telephone

+44 207364500

Country

United Kingdom

Region code

UKI42 - 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 lenght management organisation (ALMO)

I.5) Main activity

Housing and community amenities

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

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

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

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

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THHprocurement@thh.org.uk

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Country

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