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Tender

## **Customer Service Surveys and Data Collection**

Notting Hill Genesis

F02: Contract notice

Notice identifier: 2022/S 000-001862

Procurement identifier (OCID): ocds-h6vhtk-030ddf

Published 21 January 2022, 2:15pm

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

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

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N19FL

#### **Contact**

Nicole Ward

#### **Email**

[nicole.ward@nhg.org.uk](mailto:nicole.ward@nhg.org.uk)

#### **Telephone**

+44 2038150000

#### **Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

[www.nhg.org.uk](http://www.nhg.org.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Survey-services./F5FWX577YN>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**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**

Customer Service Surveys and Data Collection

Reference number

PROC1379

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

- 79311000 - Survey services

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

Services

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

NHG collect feedback from our residents about their transactions and interactions with us. This is used to coach and develop staff, recover services for residents where something has gone wrong and to make improvements to the way we do things.

To support this work NHG are procuring a real-time, multi-channel customer feedback solution to help us to really understand the voice of our residents.

The solution will cover the collection, display, analysis and reporting of both positive and negative customer feedback, including the ability to recover the situation through alerts of issues or negative feedback and analyse verbatim comments.

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

Value excluding VAT: £550,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 79311100 - Survey design services
- 79311200 - Survey conduction services
- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79311000 - Survey services

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

NUTS codes

- UKI - London

Main site or place of performance

LONDON

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

NHG collect feedback from our residents about their transactions and interactions with us. This is used to coach and develop staff, recover services for residents where something has gone wrong and to make improvements to the way we do things.

To support this work NHG are procuring a real-time, multi-channel customer feedback solution to help us to really understand the voice of our residents.

The solution will cover the collection, display, analysis and reporting of both positive and negative customer feedback, including the ability to recover the situation through alerts of issues or negative feedback and analyse verbatim comments.

Currently NHG has a contract with a supplier who carry out transactional customer satisfaction surveys on our behalf. This feedback is collected via automated IVR calls and SMS with weblinks. This contract specifically provides insight into interactions with the Customer Service Centre and with local officers in housing and home ownership. The contract is due to expire in September 2022.

NHG also contracts with another provider to carry our surveys related to repairs (responsive, gas and planned works). This feedback is collected via in person phone surveys. This is done on a rolling contract which currently expires at the end of March 2022.

We want to increase the number of survey responses received, both overall and for individual staff members, and our overall response rate.

NHG are going out to tender for this requirement to try and obtain a provider who can work with us to improve our response rate and ensure we are able to gather as much feedback from our residents as possible to allow NHG to improve our overall service.

The contract will be for an initial 3 years with the possibility to extend for a further 12 + 12 months. The predicted cost of the service of £550K is for the full 60 month duration of the contract, THIS IS NOT AN ANNUAL COST.

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

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

**II.2.6) Estimated value**

Value excluding VAT: £550,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The initial contract will be for 36 months with the option to extend for another 12 + 12 months. The contract will be for 60 months in total. The cost of £550K is the estimated cost for the full 60 months.

**II.2.10) Information about variants**

Variants will be accepted: No

**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**

For further information on the procurement please see the tender documents.

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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

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## **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

21 February 2022

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: 9 (from the date stated for receipt of tender)

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

Date

21 February 2022

Local time

12:30pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic payment will be used

### **VI.3) Additional information**

For further information on the procurement and NHG's requirements, please see the tender documents.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Survey-services./F5FWX577YN>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/F5FWX577YN>

GO Reference: GO-2022121-PRO-19527733

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

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

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

Telephone

+44 2083574577

Country

United Kingdom



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

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N19FL

Email

[nicole.ward@nhg.org.uk](mailto:nicole.ward@nhg.org.uk)

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

Crown Commercial Services

London

Country

United Kingdom