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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

Telephone

+44 2038150000

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<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

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.

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

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

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

Country

United Kingdom

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

Crown Commercial Services

London

Country

United Kingdom