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Tender

## **Mystery Shopping at Household Waste Recycling Centre (HWRC's)**

Kent County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-002695

Procurement identifier (OCID): ocds-h6vhtk-0604b6

Published 13 January 2026, 2:05pm

### **Scope**

### **Reference**

CN250588

### **Description**

KCC has the statutory responsibility to provide a Household Waste Recycling Centre (HWRC) service to residents, of which we currently have 19 in Kent. The HWRCs are for the disposal of household waste and accept a wide range of materials. Trade waste is accepted at a number of sites.

Mystery shopping has proven to be an effective tool for independently assessing the quality of service delivery, identifying areas for improvement, identifying health and safety issues, informing staff training, operational decisions and maintaining site cleanliness at each of the HWRC's.

KCC requires a contract for Mystery Shopping at Household Waste Recycling Centres (HWRCs) for a period of 36 months from May 2026 to April 2029 , with the option of an additional 12 month extension if required.

The supplier must have the following as a minimum:

- Capacity - the supplier must have the capacity to undertake four monthly visits to each of the 19 sites across Kent.
- Personnel - the supplier must have sufficient personnel resources to ensure the Mystery Shopper are not recognised by HWRC staff.
- Data Storage - the suppliers must have the ability to store the data it collects.
- Monthly Reporting - the supplier must have the ability to provide monthly reporting to the Council on the results of its surveys.

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

<https://www.kentbusinessportal.org.uk/tenders/UK-UK-Maidstone:-Customer-survey-services./43V3H9RE8T>

To respond to this opportunity, please click here:

<https://www.kentbusinessportal.org.uk/respond/43V3H9RE8T>

### **Total value (estimated)**

- £160,000 excluding VAT
- £192,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 May 2026 to 30 April 2029
- Possible extension to 30 April 2030
- 4 years

Description of possible extension:

The contract may be extended by a further period of up to 1 year.

## **Main procurement category**

Services

## **CPV classifications**

- 79342310 - Customer survey services

## **Contract locations**

- UKJ - South East (England)

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

27 January 2026, 12:00pm

## **Tender submission deadline**

9 February 2026, 12:00pm

## **Submission address and any special instructions**

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

## **Tenders may be submitted electronically**

Yes

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## **Award criteria**

Name	Type
Lowest Total Contract Value above Minimum	Price
Quality Threshold	

## **Weighting description**

Please refer to the tender pack available on the Kent Business Portal for details on the tender evaluation process and scoring criteria.

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## **Contracting authority**

### **Kent County Council**

- Public Procurement Organisation Number: PLDL-8938-YGYW

Kent County Council, County Hall

Maidstone

ME14 1XQ

United Kingdom

Contact name: Adam Fletcher

Email: [adam.fletcher@kent.gov.uk](mailto:adam.fletcher@kent.gov.uk)

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government