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Tender

Customer Research Partner

The Riverside Group Ltd

F02: Contract notice

Notice identifier: 2023/S 000-004424

Procurement identifier (OCID): ocds-h6vhtk-03a559

Published 13 February 2023, 5:09pm

Section I: Contracting authority

I.1) Name and addresses

The Riverside Group Ltd

2 Estuary Boulevard, Speke

Liverpool

L24 8RF

Contact

Carla Kelly

Email

carla.kelly@riverside.org.uk

Country

United Kingdom

NUTS code

UKD72 - Liverpool

National registration number

30938R

Internet address(es)

Main address

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

I.3) Communication

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

<https://riversource.wax-live.com/S2C>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://riversource.wax-live.com/S2C>

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 Research Partner

Reference number

TRGBS-124

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

The role of a Research Partner has been established to externally and independently collate and analyse our customers' views, attitudes, aspirations and opinions through a mechanism they can trust to be anonymous. It also provides the appropriate resource to support the work of the BI&I Team.

II.1.5) Estimated total value

Value excluding VAT: £713,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The work commissioned to the successful partner will complement the broader work of

the team and Riverside as a whole, and will therefore require a strategic partnership between the two organisations. It will be essential that the Research Partner can show support for the values of the organisation and the standards that Riverside staff subscribe to, particularly when interacting with our customers, in addition to an understanding of the operations of the business.

The scope of the contract will consist of a number of confirmed deliverables alongside the need to be able to deliver bespoke work, often at short notice in response to organisational development and changes, or changes in the broader operating context. The surveys within the scope of the contract are:

- Customer Experience perception survey
- Repairs transactional survey
- Planned & cyclical maintenance transactional survey
- Building Safety transactional survey
- New Build survey
- New Sales & Re-Sales survey
- Private Finance Initiatives (PFI) perception surveys (Sandwell and Derby)

Full details of the requirements can be found within Document B.

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

36

This contract is subject to renewal

Yes

Description of renewals

This contract may be required to be extended for a further 12 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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Please confirm that you adhere to the MRS Code of Conduct (or if amended during term of contract), and have ISO20252 accreditation (detailed in section 9a.6b of the SQ document)

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

15 March 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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

15 February 2023

Local time

12:15pm

Place

Electronically

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

The Royal Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom