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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](mailto: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

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## **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

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### **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

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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

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

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## **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