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Contract

Provision of Public Consultation and Market Research Surveys

London Borough of Wandsworth

F03: Contract award notice

Notice identifier: 2025/S 000-006089

Procurement identifier (OCID): ocids-h6vhtk-049355

Published 20 February 2025, 10:24am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Wandsworth

Town Hall, Wandsworth High Street,

London

SW18 2PU

Contact

Central Procurement Team

Email

procurement@richmondandwandsworth.gov.uk

Telephone

+44 2088716000

Country

United Kingdom

Region code

UKI34 - Wandsworth

Internet address(es)

Main address

www.wandsworth.gov.uk

Buyer's address

www.wandsworth.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Public Consultation and Market Research Surveys

Reference number

2024-770029

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Wandsworth require residents' surveys in order to track changes in residents views and meet the requirements within the Government Tenant Satisfaction Measures on an annual basis. The main objective of the surveys is to provide robust results enabling reliable comparisons and analysis with previous residents' surveys and other boroughs. As part of the Council's commitment to resident consultation and participation, the following surveys are conducted per year:

A housing management satisfaction survey every 12 months which will use a representative sample of all tenants and leaseholders in council managed properties; and
A rolling text survey aimed at residents who have used the Council's repairs service.

The Council is a major landlord with a housing stock of approximately 17,118 tenant properties for rent. It also has responsibility for approximately 15,922 leasehold properties purchased from the Council (most of which are on Council estates).

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £262,440

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI34 - Wandsworth

II.2.4) Description of the procurement

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A housing management satisfaction survey every 12 months which will use a representative sample of all tenants and leaseholders in council managed properties; and
A rolling text survey aimed at residents who have used the Council's repairs service.

The Council is a major landlord with a housing stock of approximately 17,118 tenant properties for rent. It also has responsibility for approximately 15,922 leasehold properties purchased from the Council (most of which are on Council estates).

II.2.5) Award criteria

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Quality / Weighting: 20

Price - Weighting: 70

II.2.11) Information about options

Options: Yes

Description of options

The contract is for 4 years with the option to extend for up to 2 years.

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.6) Information about electronic auction

An electronic auction will be used

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-026987](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 December 2024

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

BMG Research Ltd

Spring Lodge, 172 Chester Road, Helsby

Cheshire

WA6 0AR

Email

tenders@bmgresearch.com

Telephone

+44 7706335931

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

National registration number

02841970

Internet address

<http://www.bmgresearch.co.uk>

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £366,000

Total value of the contract/lot: £262,440

Section VI. Complementary information

VI.3) Additional information

Above threshold open tender.

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

The Royal Courts of Justice (Stop M)

London

WC2R 1DH

Email

rcj.dco@justice.gov.uk

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

Cabinet Office

70 Whitehall

London

SW1 2AS

Email

prouement@richmondandwandsworth.gov.uk

Country

United Kingdom

Internet address

www.wandsworth.gov.uk

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

Royal Court of Justice

The Royal Courts of Justice (Stop M)

London

WC2R 1DH

Email

rcj.dco@justice.gov.uk

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>