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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](mailto:procurement@richmondandwandsworth.gov.uk)

#### **Telephone**

+44 2088716000

#### **Country**

United Kingdom

**Region code**

UKI34 - Wandsworth

**Internet address(es)**

Main address

[www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

Buyer's address

[www.wandsworth.gov.uk](http://www.wandsworth.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **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 rolling text survey aimed at residents who have used the Council's repairs service.

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### **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

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## **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](#)

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## **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](mailto: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

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## **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](mailto: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](mailto:prouement@richmondandwandsworth.gov.uk)

Country

United Kingdom

Internet address

[www.wandsworth.gov.uk](http://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](mailto:rcj.dco@justice.gov.uk)

Country

United Kingdom

Internet address

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