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Tender

Tenant Satisfaction Surveys

Ashford Borough Council

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

Notice identifier: 2026/S 000-006937

Procurement identifier (OCID): ocds-h6vhtk-060f42

Published 27 January 2026, 10:05am

Scope

Reference

ASH/25/165

Description

Ashford Borough Council is looking to appoint a qualified supplier to deliver Tenant Satisfaction Measures (TSM) perception surveys in compliance with the Regulator of Social Housing (RSH) requirements.

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

<https://www.kentbusinessportal.org.uk/tenders/UK-UK-Ashford:-Survey-services./JDUHE6282K>

To respond to this opportunity, please click here:

<https://www.kentbusinessportal.org.uk/respond/JDUHE6282K>

Total value (estimated)

- £65,000 excluding VAT
- £78,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 13 April 2026 to 12 April 2028
- Possible extension to 12 April 2029
- 3 years

Description of possible extension:

Possible 12 month extension

Main procurement category

Services

CPV classifications

- 79311000 - Survey services

Contract locations

- UKJ4 - Kent
-

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Tender submission deadline

20 February 2026, 10:00am

Submission address and any special instructions

Tenders to be submitted via the Delta eSourcing portal

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

Tenders may be submitted electronically

Yes

Award criteria

| Name | Description | Type |
|-------------|-------------|---------|
| Criterion 1 | 30% | Price |
| Criterion 2 | 60% | Quality |
| Criterion 3 | 10% | Quality |

Weighting description

Price/quality

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

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

Procurement documents can be accessed via the Delta eSourcing portal.

Technical specifications to be met

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

Procurement documents can be accessed via the Delta eSourcing portal.

Contracting authority

Ashford Borough Council

- Public Procurement Organisation Number: PJTC-7477-RLVM

International House,, Dover Place

Ashford

TN23 1HU

United Kingdom

Contact name: Stephanie Leonard

Email: procurement.email@ashford.gov.uk

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government