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Contract

T1552 – TENDER FOR THE PROVISION OF THE CONTINUOUS TENANT OMNIBUS SURVEY (CTOS)

Northern Ireland Housing Executive

F03: Contract award notice

Notice identifier: 2021/S 000-009986

Procurement identifier (OCID): ocids-h6vhtk-02ae73

Published 7 May 2021, 2:54pm

Section I: Contracting authority

I.1) Name and addresses

Northern Ireland Housing Executive

2 Adelaide Street

Belfast

BT2 8BP

Email

james.mcerlean@nihe.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

T1552 – TENDER FOR THE PROVISION OF THE CONTINUOUS TENANT OMNIBUS SURVEY (CTOS)

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

The Housing Executive wishes to appoint a research Contractor to conduct the fieldwork for its Continuous Tenant Omnibus Survey (CTOS) during the period January 2021 to 31 December 2021, with options to extend the contract for a further 2 x 12 month periods (or part thereof), subject to satisfactory completion of the work (possible contract period of 3 years). The CTOS was first commissioned in February 1994, to collect information on the Housing Executive's tenants and their households. The information gathered is used to inform strategic and operational decisions in the field of social housing. The CTOS is a major element of the Housing Executive's research programme and is a cornerstone in service delivery in terms of the Northern Ireland Act (1998), "Modernising local

government – in touch with people”, The survey supports the Housing Executive’s application for Customer Service Excellence (CSE) and the NI Quality Award and is linked to the Housing Executive’s key strategic objective – ‘Delivering Quality Services’. The survey monitors, quarterly and annually, the level of customer satisfaction with Housing Executive’s services and provides the only comprehensive social, economic and demographic profile of tenants. In the past it was felt that customer orientated attitudinal research conducted by the Housing Executive could be distorted (either positively or negatively) by its timing - for example, if the data collection coincided with a rent increase, or with press coverage of housing issues. The purpose of the continuous nature of this survey is to compensate for such distorting effects.

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: £375,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

- UKN0 - Northern Ireland

II.2.4) Description of the procurement

The Housing Executive wishes to appoint a research Contractor to conduct the fieldwork for its Continuous Tenant Omnibus Survey (CTOS) during the period January 2021 to 31 December 2021, with options to extend the contract for a further 2 x 12 month periods (or part thereof), subject to satisfactory completion of the work (possible contract period of 3 years). The CTOS was first commissioned in February 1994, to collect information on the Housing Executive's tenants and their households. The information gathered is used to inform strategic and operational decisions in the field of social housing. The CTOS is a major element of the Housing Executive's research programme and is a cornerstone in service delivery in terms of the Northern Ireland Act (1998), “Modernising local government – in touch with people”, The survey supports the Housing Executive’s application for Customer Service Excellence (CSE) and the NI Quality Award and is linked to the Housing Executive’s key strategic objective – ‘Delivering Quality Services’. The survey monitors, quarterly and annually, the level of customer satisfaction with Housing

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

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

II.2.14) Additional information

This contract will be for the period January 2021 – 31 December 2021 with an option to extend for a further 2 x 12 month periods or part thereof,

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 223-549491](#)

Section V. Award of contract

Contract No

1

Title

Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 January 2021

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

PERCEPTIVE INSIGHT MARKET RESEARCH LTD

109 Bloomfield Avenue

BELFAST

BT5 5AB

Email

maureen.treacy@pimr.co.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<https://etendersni.gov.uk/epps>

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: £325,000

Total value of the contract/lot: £375,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

Chichester Street

Belfast

BT1 3JF

Country

United Kingdom