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Tender

Customer Satisfaction Survey Platforms

PA Housing

F02: Contract notice

Notice identifier: 2021/S 000-012345

Procurement identifier (OCID): ocds-h6vhtk-02b7ab

Published 2 June 2021, 4:29pm

Section I: Contracting authority

I.1) Name and addresses

PA Housing

3 Bede Island

Leicester

LE27EA

Contact

Jonathan Frowd

Email

Jonathan.Frowd@pahousing.co.uk

Telephone

+44 1162576716

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://pahousing.co.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://intendhost.co.uk/pahousing.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://intendhost.co.uk/pahousing.aspx/Home>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Satisfaction Survey Platforms

Reference number

PAPP-0136.1

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

PA Housing is carrying out the procurement for the delivery of a Customer Satisfaction Survey Platform for obtaining feedback from customers, residents and specific focus groups. PA Housing aims to obtain customer feedback through two different methods of customer satisfaction surveys: Lot 1: Transactional Surveys - Following customer engagement with one of the services provided by PA Housing, a survey is sent to the customer asking for their feedback on the service. Currently PA Housing offers this survey for the following services: Responsive Repairs, Gas repairs, Gas Servicing, Cleaning Services, Grounds Maintenance, Complaints, New Customers, Tenancy Sustainment, and Income Services. Lot 2: Perception Surveys and in depth and focused research - PA Housing currently offers a STAR survey to a sample of our customers on a quarterly basis. These surveys are offered to our customers either by person to person phone calls or by email.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1 - Transactional Surveys

Lot No

1

II.2.2) Additional CPV code(s)

- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79311100 - Survey design services
- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79313000 - Performance review services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKG - West Midlands (England)
- UKJ - South East (England)
- UK - United Kingdom
- UKF - East Midlands (England)

II.2.4) Description of the procurement

Transactional surveys whereby following customer engagement with a service provided by PA Housing a survey is sent to the customer asking for their feedback on the service.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £343,750

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

It is intended that PA Housing will enter into Contract(s) with the successful Supplier(s) in November 2021 with the Contract(s) commencing on 1 January 2022, and subject to annual reviews, run for a period of three years with the option to extend by one year plus one further year at A Housing's discretion. The maximum duration of the contract is therefore five years.

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

II.2) Description

II.2.1) Title

Lot 2 - Perception Surveys and in depth & focused research

Lot No

2

II.2.2) Additional CPV code(s)

- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79311100 - Survey design services
- 79311210 - Telephone survey services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKG - West Midlands (England)
- UKJ - South East (England)
- UKF - East Midlands (England)

II.2.4) Description of the procurement

The provision of a STAR survey to a sample of customers on a quarterly basis by person to person phone calls or by email.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £93,750

II.2.7) Duration of the contract, framework agreement or dynamic purchasing

system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

It is intended that PA Housing will enter into Contract(s) with the successful Supplier(s) in November 2021 with the Contract(s) commencing on 1 January 2022, and subject to annual reviews, run for a period of three years with the option to extend by one year plus one further year at A Housing's discretion. The maximum duration of the contract is therefore five years.

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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.2.2) Time limit for receipt of tenders or requests to participate

Date

5 July 2021

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

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

High Court of England and Wales

The Royal Courts of Justice, The Strand

London

W2 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

High Court of England and Wales

The Royal Courts of Justice, The Strand

London

W2 2LL

Country

United Kingdom

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

Cabinet Office

70 Whitehall

Leicester

SW1A 2AS

Country

United Kingdom