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Tender

Tenants Satisfaction Survey Services

Thurrock Council

F02: Contract notice

Notice identifier: 2021/S 000-012678

Procurement identifier (OCID): ocds-h6vhtk-02b8f7

Published 7 June 2021, 2:35pm

Section I: Contracting authority

I.1) Name and addresses

Thurrock Council

Civic Offices New Road

Grays Essex

RM17 6SL

Contact

Angela Corsan

Email

acorsan@thurrock.gov.uk

Country

United Kingdom

NUTS code

UKH32 - Thurrock

Internet address(es)

Main address

<https://www.thurrock.gov.uk/our-contract-opportunities/new-contract-opportunities>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.thurrock.gov.uk/our-contract-opportunities/new-contract-opportunities>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Tenants Satisfaction Survey Services

Reference number

PS-2021-135

II.1.2) Main CPV code

- 79300000 - Market and economic research; polling and statistics

II.1.3) Type of contract

Services

II.1.4) Short description

The Council's Housing service regularly engages with tenants to gain valuable feedback relating to the services it delivers. This feedback allows us to assess the performance of both Contractors and internal teams within the Housing Service and make changes to service delivery to improve services for residents. Thurrock Council is seeking to appoint a single, suitably qualified and experienced service provider, who has experience with carrying out telephone surveys for Housing related services.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH32 - Thurrock

II.2.4) Description of the procurement

This procurement exercise is to commission a contract for telephone interviews to be conducted by an independent organisation to gauge resident satisfaction with services provided by the Housing Department. The Housing department regularly consults with

residents to gain valuable feedback regarding repairs, work completed on the Transforming Homes programme, leasehold services, general tenant satisfaction and satisfaction with the sign up process for new tenancies. This feedback allows us to assess the performance of both contractors and internal teams within the Housing Service and drive service improvements

II.2.5) Award criteria

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

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

Duration in months

60

This contract is subject to renewal

No

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

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

Date

12 July 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

12 July 2021

Local time

12:00am

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

Thurrock Council

Civic Offices New Road

Grays

RM17 6SL

Country

United Kingdom