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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](mailto: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

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## **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

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## **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

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## **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

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## **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