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Tender

STAR (Survey of Tenants and Residents) Survey Programme

The Swaythling Housing Society Limited trading as Abri

F02: Contract notice

Notice identifier: 2021/S 000-015470

Procurement identifier (OCID): ocds-h6vhtk-02c3e0

Published 5 July 2021, 10:54pm

Section I: Contracting authority

I.1) Name and addresses

The Swaythling Housing Society Limited trading as Abri

Collins House, Bishopstoke Road

Eastleigh

SO50 6AD

Email

Paul.Anderson-Turner@radian.co.uk

Telephone

+44 3001231567

Fax

+44 2380628390

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.abri.co.uk

Buyer's address

<https://in-tendhost.co.uk/abri/aspx/Home>

I.3) Communication

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

<https://in-tendhost.co.uk/abri/aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/abri/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

STAR (Survey of Tenants and Residents) Survey Programme

Reference number

P/RAD 0817/2021

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

Abri are seeking the provision of the STAR (Survey of Tenants and Residents) Survey programme. Abri has a target of achieving 100% customer satisfaction by putting our customers at the heart of what we do. As part of this we need to understand how satisfied or dissatisfied our customers are with our service. The customer feedback programme will include telephone surveys each year of a random representative sample of our tenants and owners, using the standard STAR survey.

II.1.5) Estimated total value

Value excluding VAT: £180,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79310000 - Market research services

- 79315000 - Social research services
- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

See detail at <https://in-tendhost.co.uk/abri.aspx/Tenders/Current>

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

Start date

1 October 2021

This contract is subject to renewal

Yes

Description of renewals

initial 24 month contract with 4x up to 12 month extensions

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

5 August 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

5 August 2021

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Abri

Eastleigh

Country

United Kingdom

Internet address

www.abri.co.uk