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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): ocids-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](mailto: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](http://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

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## **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

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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

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

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## **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](http://www.abri.co.uk)