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Contract

## **Housing Services & Resident Engagement Surveys**

Westminster City Council

F03: Contract award notice

Notice identifier: 2025/S 000-016488

Procurement identifier (OCID): ocds-h6vhtk-049add

Published 23 April 2025, 12:34pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Email**

[tenders@westminster.gov.uk](mailto:tenders@westminster.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

#### **Internet address(es)**

Main address

<https://wcc.ukp.app.jaggaer.com>

Buyer's address

[www.westminster.gov.uk](http://www.westminster.gov.uk)

#### **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**

Housing Services & Resident Engagement Surveys

#### **II.1.2) Main CPV code**

- 79311000 - Survey services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Contract award for the delivery of residents' surveys to provide insight on performance and satisfaction amongst housing service users covering Housing Needs service users and social housing tenants and leaseholders in the City of Westminster.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £610,594

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKI32 - Westminster

### **II.2.4) Description of the procurement**

Delivery of residents' surveys to provide insight on performance and satisfaction amongst housing service users covering Housing Needs service users and social housing tenants and leaseholders in the City of Westminster.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Quality criterion - Name: Price / Weighting: 40

Price - Weighting: 40

### **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 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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-029438](#)

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## **Section V. Award of contract**

### **Contract No**

Con\_30269

### **Title**

Housing Services & Resident Engagement

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

31 March 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Kwest Research Limited

Manchester

Country

United Kingdom

NUTS code

- UKD33 - Manchester

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £610,594

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court of Justice

The Royal Court of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom