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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

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

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

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

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](#)

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

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