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Tender

## **Stakeholder Survey Feedback Tool & Support**

Grampian Housing Association Ltd

F02: Contract notice

Notice identifier: 2024/S 000-017261

Procurement identifier (OCID): ocds-h6vhtk-046d3a

Published 4 June 2024, 11:36am

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

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

Grampian Housing Association Ltd

Huntly House, 74 Huntly Street

ABERDEEN

AB10 1TD

#### **Contact**

Tracy Ord

#### **Email**

[tracy.ord@grampianhousing.co.uk](mailto:tracy.ord@grampianhousing.co.uk)

#### **Telephone**

+44 1224202900

#### **Country**

United Kingdom

**NUTS code**

UKM5 - North Eastern Scotland

**Internet address(es)**

Main address

<http://www.grampianhousing.co.uk/>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA14462](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA14462)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

**I.4) Type of the contracting authority**

Other type

Registered Social Landlord

**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**

Stakeholder Survey Feedback Tool & Support

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

- 79342311 - Customer satisfaction survey

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

Services

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

Grampian HA wishes to appoint a single supplier to provide stakeholder surveying, feedback analysis and additional support as detailed in the ITT.

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

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79342311 - Customer satisfaction survey
- 79342310 - Customer survey services

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

NUTS codes

- UKM5 - North Eastern Scotland

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

Grampian HA is seeking a single provider who can provide support to consolidate and expand on investment to date around Stakeholder Feedback Surveys; provide Feedback Analysis; establish an annual Colleague Engagement Survey which is both impartial and externally supported; and explore the possibility to support our wider engagement, via communication and outreach with smaller groups of stakeholders on specific issues or in

specific locations. Further detail is provided in the Invitation to Tender (ITT) document.

#### **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

36

This contract is subject to renewal

Yes

Description of renewals

This contract may be extended by up to a further 24 months at Grampian HA's discretion.

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **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

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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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

9 July 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 2 September 2024

#### **IV.2.7) Conditions for opening of tenders**

Date

9 July 2024

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 36 months unless contract is extended as indicated

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=767829](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=767829).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:767829)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=767829](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=767829)

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

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

Aberdeen Sheriff Court

Justice Street

Aberdeen

AB10 1WP

Country

United Kingdom