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Contract

## **THH-C-010 Provision of Resident Satisfaction Survey Programme**

Tower Hamlets

F03: Contract award notice

Notice identifier: 2023/S 000-023966

Procurement identifier (OCID): ocids-h6vhtk-0398c4

Published 16 August 2023, 8:09am

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

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

Tower Hamlets

Mulberry Place, 5 Clove Crescent, Town Hall

London

E14 2BG

#### **Contact**

Mr Bola James

#### **Email**

[bola.james@towerhamlets.gov.uk](mailto:bola.james@towerhamlets.gov.uk)

#### **Telephone**

+44 207364500

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.towerhamlets.gov.uk>

Buyer's address

<http://www.towerhamlets.gov.uk>

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

Other type

Arms length management organisation (ALMO)

**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**

THH-C-010 Provision of Resident Satisfaction Survey Programme

Reference number

DN646297

**II.1.2) Main CPV code**

- 98110000 - Services furnished by business, professional and specialist organisations

**II.1.3) Type of contract**

## Services

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

Tower Hamlets Homes Limited ("THH") is inviting tenders from suitably experienced and qualified suppliers to undertake a programme of resident surveys, which forms our performance against key indicators within a demographically challenging environment. Experience with large scale survey programmes within the social housing field is essential. Recent experience with conducting satisfaction surveys via a variety of methods in an inner city culturally diverse environment is desirable. Experience with running a pilot of the Tenant Satisfaction measures is desirable.

### **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: £351,546

## **II.2) Description**

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

NUTS codes

- UKI42 - Tower Hamlets

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

Tower Hamlets Homes [THH] is an Arm's Length Management Organisation [ALMO] set up by the London Borough of Tower Hamlets in July 2008 to provide housing services for approximately 21,500 homes. Of these 11,600 are currently tenanted properties and 9,900 are leasehold.

Tower Hamlets is one of the most ethnically diverse areas in the country. A high number of residents have young families and the number of households who have support needs is also relatively high.

THH has had a survey programme in place since 2009. This is designed to underpin service improvement with direct feedback from residents about the services THH delivers, and to enable THH to fulfil the information requirements of central government and the Council.

THH is seeking a Supplier to undertake surveys within a demographically challenging

environment. Experience with large scale survey programmes within the social housing field is essential. Recent experience with conducting satisfaction surveys via a variety of methods in an inner city culturally diverse environment is desirable. Experience with running a pilot of the Tenant Satisfaction measures is desirable.

In November 2020, the government published its Social Housing White Paper, setting out plans for a new consumer regulation regime. One element was the requirement that the Regulator of Social Housing develop clear and comparable tenant satisfaction measures. The measures will enable tenants to see how well landlords are performing and will give the Regulator information around which landlords need to make improvement. The new tenant satisfaction measures come into effect in April 2023.

The government is proposing 22 tenant satisfaction measures, covering five main themes. Ten of these would be measured by landlords directly, and 12 by landlords carrying out tenant perception surveys.

As a larger social landlord, managing over 1,000 homes, THH must carry out the survey annually and can use sampling to reach the required number of achieved responses. The Supplier must set out the survey methodology ensuring via random selection and weighting that the responses are reflective of the demographic make- up of the borough, the stock managed and the residents THH serves.

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

Quality criterion - Name: Quality is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 50

Quality criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 50

Cost criterion - Name: Price is not the only award criterion and all criteria are stated only in the procurement documents / Weighting: 50

#### **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: No

### **IV.2) Administrative information**

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

Notice number: [2023/S 000-001652](#)

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

### **Contract No**

THH-C-010

A contract/lot is awarded: Yes

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

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

7 June 2023

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

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 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

2nd Floor Towers Building Towers Business Park Wilmslow Road Didsbury Manchester  
M20 2SL

Manchester

M20 2SL

Email

[Susan.richmond@kwest.co](mailto:Susan.richmond@kwest.co)

Country

United Kingdom

NUTS code

- UKI42 - Tower Hamlets

Internet address

<https://www.towerhamletshomes.org.uk/>

The contractor is an SME

Yes

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

Total value of the contract/lot: £351,546

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## **Section VI. Complementary information**

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

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

Tower Hamlets Homes

City Reach, 5 Greenwich View Place London E14 9NN

London

14 9NN

Email

[THHprocurement@thh.org.uk](mailto:THHprocurement@thh.org.uk)

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