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Contract

Customer Service Surveys and Data Collection

Notting Hill Genesis

F03: Contract award notice

Notice identifier: 2022/S 000-025222

Procurement identifier (OCID): ocids-h6vhtk-030ddf

Published 8 September 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N19FL

Contact

Nicole Ward

Email

nicole.ward@nhg.org.uk

Telephone

+44 2038150000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<http://www.nhg.org.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Service Surveys and Data Collection

Reference number

PROC1379

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

NHG collect feedback from our residents about their transactions and interactions with us. This is used to coach and develop staff, recover services for residents where something has gone wrong and to make improvements to the way we do things.

To support this work NHG are procuring a real-time, multi-channel customer feedback solution to help us to really understand the voice of our residents.

The solution will cover the collection, display, analysis and reporting of both positive and negative customer feedback, including the ability to recover the situation through alerts of issues or negative feedback and analyse verbatim comments.

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: £410,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79311100 - Survey design services
- 79311200 - Survey conduction services
- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79311000 - Survey services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

NHG collect feedback from our residents about their transactions and interactions with us. This is used to coach and develop staff, recover services for residents where something has gone wrong and to make improvements to the way we do things.

To support this work NHG are procuring a real-time, multi-channel customer feedback solution to help us to really understand the voice of our residents.

The solution will cover the collection, display, analysis and reporting of both positive and negative customer feedback, including the ability to recover the situation through alerts of issues or negative feedback and analyse verbatim comments.

Currently NHG has a contract with a supplier who carry out transactional customer satisfaction surveys on our behalf. This feedback is collected via automated IVR calls and SMS with weblinks. This contract specifically provides insight into interactions with the Customer Service Centre and with local officers in housing and home ownership. The contract is due to expire in September 2022.

NHG also contracts with another provider to carry our surveys related to repairs (responsive, gas and planned works). This feedback is collected via in person phone surveys. This is done on a rolling contract which currently expires at the end of March 2022.

We want to increase the number of survey responses received, both overall and for

individual staff members, and our overall response rate.

NHG are going out to tender for this requirement to try and obtain a provider who can work with us to improve our response rate and ensure we are able to gather as much feedback from our residents as possible to allow NHG to improve our overall service.

The contract will be for an initial 3 years with the possibility to extend for a further 12 + 12 months. The predicted cost of the service of £550K is for the full 60 month duration of the contract, THIS IS NOT AN ANNUAL COST.

II.2.5) Award criteria

Price

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

II.2.14) Additional information

For further information on the procurement please see the tender documents.

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: [2022/S 000-001862](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 July 2022

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

Smoke Customer Intelligence Limited

Unit 4, Drakes Courtyard 291 Kilburn High Road

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

09800527

The contractor is an SME

Yes

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

Total value of the contract/lot: £410,000

Section VI. Complementary information

VI.3) Additional information

For further information on the procurement and NHG's requirements, please see the tender documents.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=719690435>

GO Reference: GO-202298-PRO-20920571

VI.4) Procedures for review

VI.4.1) Review body

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

Telephone

+44 2083574577

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N19FL

Email

nicole.ward@nhg.org.uk

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Crown Commercial Services

London

Country

United Kingdom