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Tender

Provision of Public Consultation and Market Research Surveys

London Borough of Wandsworth

F02: Contract notice

Notice identifier: 2024/S 000-026987

Procurement identifier (OCID): ocids-h6vhtk-049355

Published 23 August 2024, 10:38am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Wandsworth

Town Hall, Wandsworth High Street,

London

SW18 2PU

Contact

Central Procurement Team

Email

procurement@richmondandwandsworth.gov.uk

Telephone

+44 2088716000

Country

United Kingdom

Region code

UKI34 - Wandsworth

Internet address(es)

Main address

www.wandsworth.gov.uk

Buyer's address

www.wandsworth.gov.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://lb-wandsworth.my.salesforce-sites.com/?SearchType=Projects>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://lb-wandsworth.my.salesforce-sites.com/?SearchType=Projects>

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://lb-wandsworth.my.salesforce-sites.com/?SearchType=Projects>

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

Provision of Public Consultation and Market Research Surveys

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Wandsworth require residents' surveys in order to track changes in residents views and meet the requirements within the Government Tenant Satisfaction Measures on an annual basis. The main objective of the surveys is to provide robust results enabling reliable comparisons and analysis with previous residents' surveys and other boroughs. As part of the Council's commitment to resident consultation and participation, the following surveys are conducted per year:

A housing management satisfaction survey every 12 months which will use a representative sample of all tenants and leaseholders in council managed properties; and
A rolling text survey aimed at residents who have used the Council's repairs service.
The Council is a major landlord with a housing stock of approximately 17,118 tenant properties for rent. It also has responsibility for approximately 15,922 leasehold properties purchased from the Council (most of which are on Council estates).

II.1.5) Estimated total value

Value excluding VAT: £366,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI34 - Wandsworth

Main site or place of performance

Wandsworth

II.2.4) Description of the procurement

All details can be found in the procurement documents.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £366,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

This contract is subject to renewal after the contract ends.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Council reserves the right to extend the contract up to 24 months

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.1.6) Information about electronic auction

An electronic auction will be used

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.2.2) Time limit for receipt of tenders or requests to participate

Date

23 September 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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

23 August 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Court of Justice

The Royal Courts of Justice (Stop M)

London

WC2R 1DH

Email

rcj.dco@justice.gov.uk

Country

United Kingdom

Internet address

<https://www.find-court-tribunal.service.gov.uk/courts/royal-courts-of-justice>

VI.4.2) Body responsible for mediation procedures

Cabinet Office

70 Whitehall

London

SW1 2AS

Email

prouement@richmondandwandsworth.gov.uk

Country

United Kingdom

Internet address

www.wandsworth.gov.uk