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Tender

AHG_000362 - Customer Satisfaction Surveys

Anchor Hanover Group

F01: Prior information notice

Call for competition

Notice identifier: 2021/S 000-028250

Procurement identifier (OCID): ocds-h6vhtk-02f5c7

Published 11 November 2021, 3:37pm

Section I: Contracting authority

I.1) Name and addresses

Anchor Hanover Group

2 Godwin St

Bradford

BD1 2ST

Contact

Samuel Roscoe

Email

sam.roscoe@anchor.org.uk

Country

United Kingdom

NUTS code

UKE41 - Bradford

Internet address(es)

Main address

www.anchor.org.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://anchorhanover.waxlive.com/S2C/Bespoke/AnchorHanover/AnchorHanoverRegistration.aspx>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.anchor.org.uk

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://anchorhanover.waxlive.com/S2C/Bespoke/AnchorHanover/AnchorHanoverRegistration.aspx>

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

AHG_000362 - Customer Satisfaction Surveys

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

Anchor's overarching ambition is to be recognised by our customers and other stakeholders as the best provider of housing and care services to older people.

Our customer plan is:

- ? Improve customer satisfaction across all services to upper quartile levels
- ? Truly customer centric approach ? putting customers at the heart of all decision making
- ? Culture of be the best in everything we do, in both our service and the handling of complaints at source wherever possible.
- ? Challenge and eradicate poor service everywhere
- ? Shift consultation to genuine engagement in decision making and continual improvement

Our aim is to put in place a provider who can satisfy the customer satisfaction survey requirement in support of the aforementioned plan

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE41 - Bradford

II.2.4) Description of the procurement

Anchor plan on running an SQ for the provision of a number of separate surveys running as a programme from 2022 - 2025. We are looking for end to end management of the process from concept through to delivery and insight. The programme is as follows (these may be subject to change):

- ? Anchor Housing Satisfaction Survey
- ? Anchor Responsive Repairs Satisfaction Survey
- ? Anchor Planned Works Satisfaction Survey
- ? Anchor On Call Satisfaction Survey
- ? Anchor Villages Satisfaction Survey
- ? Anchor Extracare Satisfaction Survey
- ? Anchor Complaint Handling Satisfaction Survey
- ? Anchor New Developments Satisfaction Survey
- ? Anchor Annual Care Services Satisfaction Survey

The above surveys will be carried out in a number of ways including postal, paper and online.

We also require detailed analysis and reporting on the above surveys.

II.2.6) Estimated value

Value excluding VAT: £1

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

Start date

1 April 2022

This contract is subject to renewal

Yes

Description of renewals

1+1

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

The dates included in this notice may be subject to change

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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.2.2) Time limit for receipt of expressions of interest

Date

6 December 2021

Local time

4:00pm

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

English

IV.2.5) Scheduled date for start of award procedures

1 March 2022

Section VI. Complementary information

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

Leeds Combined Court Centre

1 Oxford Row

Leeds

LS1 3BG

Country

United Kingdom