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Tender

The Provision of Tenant Satisfaction Surveys

Caerphilly County Borough Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-028756

Procurement identifier (OCID): ocds-h6vhtk-05299f

Published 30 May 2025, 12:24pm

Scope

Reference

CCBC/PS2784/25/KT

Description

Caerphilly Homes wishes to appoint a suitably qualified and experienced consultant to undertake 2 tenant satisfaction surveys based on the STAR model developed by HouseMark (using the 12 core questions required by Welsh Government) plus additional supplementary questions specific to Caerphilly Homes. In addition we would also require 6 mini surveys to be undertaken to gauge satisfaction on specific topics as decided by Caerphilly Homes. 3 in 12 month period after each main survey.

Total value (estimated)

- £40,000 excluding VAT
- £48,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 July 2025 to 30 June 2027
- Possible extension to 30 June 2029
- 4 years

Description of possible extension:

Extension shall be included and taken if required for up to a further period of 2 years

Main procurement category

Services

CPV classifications

- 71315300 - Building surveying services
- 79311000 - Survey services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UKL16 - Gwent Valleys
-

Participation

Conditions of participation

As setout in the tender documentation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

17 June 2025, 12:00pm

Tender submission deadline

20 June 2025, 12:00am

Submission address and any special instructions

<https://supplierlive.proactisp2p.com/Account/Login>

REGISTERING AN INTEREST IN THE SELL2WALES NOTICE IS NOT REGISTERING AN INTEREST IN THIS TENDER YOU MUST FOLLOW THE INSTRUCTIONS BELOW IN ORDER TO SUBMIT A TENDER:

1. Log in to the Proactis Supplier Portal at:
<https://supplierlive.proactisp2p.com/Account/Login> ;
2. Click the Sign Up option on the Portal homepage (If already registered go to point 11);
3. Enter your correct Organisation Name, Details and Primary Contact Details;
4. Make a note of the Organisation ID and User Name, then click Register;
5. You will then receive an email from the system asking you follow a link to activate your account;
6. Enter the information requested, clicking on the blue arrow to move on to the next stage and follow the instructions ensuring that you enter all applicable details;
7. In the Classification section ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice, it is essential that only CPV Codes specific to your organisation are added to your profile;
8. Buyer Selection - At this stage you are required to indicate which Buyer Organisations you would like to register with. Remember to register with Caerphilly this ensures that you will be alerted to all relevant opportunities;
9. Terms and Conditions - Read the terms and conditions of the use of this Supplier Portal and tick the box to denote you have read and understood the terms and that you agree to abide by them. If you do not agree you cannot complete the registration process. Once you have agreed click on the blue arrow to move on to the next stage;
10. Insert a password for the admin user and repeat it. The password Must be between 6 and 50 characters in length. It must contain at least 2 number(s). Once completed select Complete Registration and you will enter the Supplier Home page;
11. From the Home Page, go to the Opportunities icon, all current opportunities will be listed. Click on the blue arrow under the field Show Me of the relevant opportunity then click to register your interest on the applicable button;
12. Refresh your screen by clicking on the opportunities icon located on the left hand side, to view the opportunity click the blue arrow;
13. Note the closing date for completion of the relevant project. To find all available documentation drop-down the Request Documents option and click to download all documents;
14. You can now either complete your response or Decline this opportunity.

All queries are to be made via the messaging system on the Proactis portal.

We will not accept any questions/queries via telephone/email.

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type
Price	Price at 20%	Price
Quality	Quality at 80%, split out as response to tender questions at 80% and a Presentation of 20%	Quality

Weighting description

Most Advantageous Tender

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Caerphilly County Borough Council

- Public Procurement Organisation Number: PWHP-2369-JPYL

Penallta House, Tredomen Park

Hengoed

CF82 7PG

United Kingdom

Contact name: Rhys James

Telephone: +441443863062

Email: jamesrm1@caerphilly.gov.uk

Website: <http://www.caerphilly.gov.uk>

Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales