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Planning

Housing Services & Resident Engagement Surveys

Westminster City Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-029438

Procurement identifier (OCID): ocids-h6vhtk-049add

Published 13 September 2024, 2:41pm

Section I: Contracting authority

I.1) Name and addresses

Westminster City Council

Westminster City Hall, 64 Victoria Street

LONDON

SW1E6QP

Email

tenders@westminster.gov.uk

Country

United Kingdom

Region code

UKI32 - Westminster

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.westminster.gov.uk>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

Housing Services & Resident Engagement Surveys

Reference number

PRJ_30103

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Westminster City Council (the "Council") carries out monthly perception (including the Tenant Satisfaction Measures) and transactional surveys to provide insight on performance and satisfaction of social housing tenants and leaseholders in the City of Westminster. The Council has an existing contract expiring in March 2025, and will start a tender process to re-procure the contract shortly. This is not an invitation to tender.

The Council has achieved high standards of service delivery and is committed to providing superior quality and cost-effective services, so its residents and businesses can be confident in the Council's ability to deliver. Therefore, we are now looking to satisfy the Council's own requirements for transactional data in addition to complying with the new requirements of the Regulator of Social Housing and their Tenant Satisfaction Measures for perception surveys.

Westminster City Council has left capitalEsourcing on the 1st of August 2024. To participate in tender opportunities with Westminster, please register on <https://wcc.ukp.app.jaggaer.com/>

II.1.5) Estimated total value

Value excluding VAT: £375,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342311 - Customer satisfaction survey

II.2.3) Place of performance

NUTS codes

- UKI32 - Westminster

II.2.4) Description of the procurement

The successful supplier will be required to carry out monthly perception (including the Tenant Satisfaction Measures - TSMs) and transactional surveys and provide data on performance and satisfaction from social housing tenants and leaseholders, as well as high level insight into key/current issues. The data will be used to appraise and better understand WCC housing services performance as well as to contribute to wider reporting in the Growth, Planning and Housing directorate.

II.3) Estimated date of publication of contract notice

25 October 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes