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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](mailto: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

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## **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

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## **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