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Tender

SPS 2651 - Resident Surveys

Royal Borough of Greenwich

F02: Contract notice

Notice identifier: 2022/S 000-034023

Procurement identifier (OCID): ocds-h6vhtk-0389c1

Published 1 December 2022, 9:55am

Section I: Contracting authority

I.1) Name and addresses

Royal Borough of Greenwich

3rd Floor, The Woolwich Centre, 35 Wellington Street, Woolwich

London

SE18 6HQ

Contact

Mr Nick Walker

Email

nick.walker@royalgreenwich.gov.uk

Telephone

+44 2089213627

Country

United Kingdom

Region code

UKI51 - Bexley and Greenwich

Internet address(es)

Main address

<http://www.royalgreenwich.gov.uk/>

Buyer's address

<http://www.royalgreenwich.gov.uk/>

I.3) Communication

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

<https://royalgreenwich.proactishosting.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://royalgreenwich.proactishosting.com/>

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

SPS 2651 - Resident Surveys

Reference number

DN645452

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Greenwich (the Royal Borough) is pleased to offer an opportunity for Suppliers to provide a tender for undertaking Resident Surveys as advertised on Contracts Finder. Suppliers are therefore invited to complete and submit a Supplier Questionnaire (SQ) and tender documentation which must be received by the Royal Borough by no later than 12.00 on 5 January 2023.

II.1.5) Estimated total value

Value excluding VAT: £600,000

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
- 79342310 - Customer survey services

II.2.3) Place of performance

NUTS codes

- UKI51 - Bexley and Greenwich

II.2.4) Description of the procurement

The Royal Borough of Greenwich (the Royal Borough) is pleased to offer an opportunity for Suppliers to provide a tender for undertaking Resident Surveys as advertised on Contracts Finder. Suppliers are therefore invited to complete and submit a Supplier Questionnaire (SQ) and tender documentation which must be received by the Royal Borough by no later than 12.00 on 5 January 2023.

The Royal Borough of Greenwich intends to award a contract commencing on 1 April 2023 for at least three (3) years with an option to extend for a further two (2) years.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 35

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 55

II.2.6) Estimated value

Value excluding VAT: £600,000

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

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The Royal Borough of Greenwich intends to award a contract commencing on 1 April 2023 for at least three (3) years with an option to extend for a further two (2) years.

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

Price is not the only award criterion and all criteria are stated in the procurement documents. Suppliers will be expected to deliver social value as part of the delivery of the contract.

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.2.2) Contract performance conditions

Contract KPIs are stated in the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

5 January 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

5 January 2023

Local time

12:05pm

Place

Tenders will be opened at the Royal Borough of Greenwich offices.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

This procurement will be managed electronically via the RBG Proactis e- tendering Suite. To participate in this procurement, participants shall first be registered on the eTendering Suite. If bidders have not yet registered on the eTendering Suite, this can be done online at <https://royalgreenwich.proactishosting.com/> and click on the tab 'supplier registration'. Note: registration may take some time, therefore, please ensure that you allow enough time to register. Full instructions for registration and use of the system can be found at <https://supplierhelp.due-north.com/> For technical assistance on use of the eSourcing Suite, please contact Proactis Helpdesk Freephone: 0345 0103503. Once registration is completed, the registered user will receive a notification email to alert them that this has been done. A registered user can express an interest for a specific procurement. This is done by looking at the opportunity's section and selecting the contract you want to tender for.

As a user of the e-Tendering Suite, you will have access to Proactis e-Portal email messaging service which facilitates all messages sent to you and from you in relation to any specific. Tender event. Please note it is your responsibility to access these emails on a regular basis to ensure you have sight of all relevant information applicable to this opportunity. All communications relating to this tender exercise must be via e-portal messaging system. No direct emails to officers will be answered unless you are having problems communicating through the portal. This process aims to improve audit trails as well as avoid duplication. Please note, social value considerations are included in this contract. Details are stated in the tender documents.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

1 Royal Courts of Justice, Strand

London

WC1A 2LL

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Cabinet Office

London

SW1A 2AS

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Royal Borough of Greenwich has incorporated a minimum 10 calendar day standstill period after notification to unsuccessful applicants of the award decision.

VI.4.4) Service from which information about the review procedure may be obtained

Royal Borough of Greenwich

35 Wellington Street

London

SE18 6HQ

Country

United Kingdom