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Tender

Housing Service & Resident Engagement Surveys

Westminster City Council

F02: Contract notice

Notice identifier: 2024/S 000-036765

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

Published 13 November 2024, 4:08pm

Section I: Contracting authority

I.1) Name and addresses

Westminster City Council

Westminster City Hall

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

www.westminster.gov.uk

I.3) Communication

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

<https://wcc.ukp.app.jaggaer.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://wcc.ukp.app.jaggaer.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

Housing Service & Resident Engagement Surveys

Reference number

ITT_30168

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

This procurement activity relates to the appointment of an independent market research company to survey residents to provide insight on performance and satisfaction amongst housing service users covering Housing Needs service users and social housing tenants and leaseholders in the City of Westminster.

II.1.5) Estimated total value

Value excluding VAT: £850,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79311200 - Survey conduction services
- 79311210 - Telephone survey services

- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 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 and insight reporting on performance and satisfaction from housing service users. Additionally, they will be required to take the findings of satisfaction surveys and carry out deep-dives to better understand the root causes of satisfaction and dissatisfaction. This insight and research programme will include but not be limited to focus groups and one to one interview. The insight provided 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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Start date

1 April 2025

End date

31 March 2028

This contract is subject to renewal

Yes

Description of renewals

1 year + 1 year

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029438](#)

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

Date

13 December 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

13 December 2024

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Royal Court of Justice, The Strand

WC2A 2LL

Country

United Kingdom