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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](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

[www.westminster.gov.uk](http://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

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**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

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## **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

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## **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