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Tender

Tenant Satisfaction Survey

South Tyneside Borough Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-074525

Procurement identifier (OCID): ocds-h6vhtk-05e2c5 ([view related notices](#))

Published 17 November 2025, 4:26pm

Scope

Description

South Tyneside Council wishes to carry out a tenant satisfaction measures (TSM) survey to understand the views of our customers. The council currently has 16,000 tenancies.

We would like the successful provider to use the government's set TSMs questions as the basis for carrying out a tenant satisfaction survey with a representative sample of the council's tenants. The survey may need to be reviewed and amended should the content of the TSMs change during the period but must include:-

- Separate covering letter
- All required TSM questions
- Two additional open text questions
- Six demographic questions (9 options max per question, previously one A4 side)

Total value (estimated)

- £48,000 excluding VAT

- £57,600 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 31 January 2029
- Possible extension to 31 January 2030
- 4 years

Description of possible extension:

An extension would be approved if the Council is satisfied with the service that has been provided throughout the initial contract period,

Main procurement category

Services

CPV classifications

- 71355000 - Surveying services

Contract locations

- UKC22 - Tyneside

Participation

This procurement is reserved for

UK suppliers

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

29 November 2025, 11:59pm

Tender submission deadline

5 December 2025, 12:00pm

Submission address and any special instructions

Tenderers should submit one electronic copy of their Tender (compatible with Microsoft Office or Adobe PDF) via the Open E-Procurement System - <https://www.nepo.org/open>

Project reference number is OPEN20251995

Tenders may be submitted electronically

Yes

Award criteria

Tenders will firstly be assessed on their suitability using the Procurement Specific Questionnaire. All those that are suitable/ or the highest scoring 3 to 5 ranked suppliers will be evaluated on 60% price and 40% quality.

Full details are provided in the tender pack.

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

<https://open-uk.org/login>

Bidders must be registered on the Open E-Procurement System. Registration is free of charge via <https://open-uk.org/login>.

Once registered, please search for Project number # OPEN20251995 where you can

download the full tender pack.

Contracting authority

South Tyneside Borough Council

- Public Procurement Organisation Number: PYPB-8737-VBHG

Town Hall and Civic Offices, Westoe Road

South Shields

NE33 2RL

United Kingdom

Email: strategic.procurement@southtyneside.gov.uk

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government