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Contract

Tenant Satisfaction Measures (TSM) Perception Surveys

London Borough of Hammersmith and Fuham

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-075477

Procurement identifier (OCID): ocds-h6vhtk-05e4f5

Published 20 November 2025, 9:25am

Scope

Reference

Ref: itt_19096

Description

Procurement to engage an independent research company to design and deliver Tenant Satisfaction Measures (TSM) perception surveys for two years to meet the requirements of the Regulator of Social Housing's Transparency, Influence and Accountability Standard, and Tenant Satisfaction Measures Guidance.

Contract 1

Supplier

- BMG Research Ltd

Contract value

- £132,296.64 including VAT

Below the relevant threshold

Date signed

7 November 2025

Contract dates

- 7 November 2025 to 6 November 2027
- 2 years

Main procurement category

Services

CPV classifications

- 79311200 - Survey conduction services
- 79320000 - Public-opinion polling services
- 79310000 - Market research services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Reporting frequency
1. Failure to provide any of the following: i. Service Continuity Plan; ii. Exit Strategy and Plan; iii. Management Information Report and KPI information iv. Risk Register; and v. Other documents requested by the Council (acting reasonably), to allow management of the service and/or Contract. per occasion, by the identified timescale(s) and/or scheduled deadline date(s).	1 months
2. Compliance with the Regulations	1 months
3. Surveys Delivered in Accordance with the Plan for Delivering 1,100	1 months
4. Provision of Information and Data within 48 hours of Request	1 months

Procedure

Procedure type

Below threshold - limited competition

Supplier

BMG Research Ltd

Ground Floor, Lancaster House, 67 Newhall Street

Birmingham

B3 1NQ

United Kingdom

Email: Danielle.Barnett@bmgresearch.com

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

London Borough of Hammersmith and Fuham

- Public Procurement Organisation Number: PHTW-6333-BQGD

Town Hall, king street

London

W6 9JU

United Kingdom

Email: procurement@lbhf.gov.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - sub-central government