

**Request for QUOTE**

**Project: Tenant Census**

**Dept/Section Communities**

**Project Owner Kate Grigg**

**Estimated/Required Start date 01/08/2025**

**Contract Duration (including extensions) 1 year**

**Project Number: Supplied by procurement**

**Date and time of return**  **12pm 26/06/2025**

1. **Introduction**

This procurement exercise is being run by Cambridge City Council for and on behalf of Cambridge City Council. Evaluation of all submissions, all appointments of suppliers and management of any awarded contract will be by the commissioning Council. At the appointment/contract signatures of this contract a named contract manager will be given to the supplier who will be responsible for the management of this contract through to its conclusion.

Cambridge City Council (hereafter referred to as "the Council") invites quotations for the delivery of a census style ‘Getting to Know You’ survey to reach all of our tenants by September 2025.

The purpose of the survey is to collect up to date demographic information about those living in our council properties. This specification outlines the Council's requirements for a suitably qualified and experienced organisation to undertake this survey on behalf of the Council in line with the expectations of the Regulator of Social Housing.

1. **Timescales**

The timescales for this quote is below and a response is required by

**12pm 26/06/2025.**

* Request for Quote issued – 29/05/2025
* Lines of communication open – 29/05/25
* Lines of communication close – 25/06/2025
* Deadline for return of tenders – **12pm 26/06/2025**
* Sign off on successful bidders / notification to bidders – 24/07/2025
* Contract Commences – 01/08/2025

Cambridge City Council reserves the right to amend timescales due to unforeseen circumstances. In the event of timescales being revised all bidders will be notified in advance.

1. **Questions and Answers**

Bidders are able to seek clarification or explanation of the details of this RfQ and are asked to submit them via the Proactis portal.

Responses to any questions will be given (via the portal) within 48 working hours.

Questions raised and answers given may form part of the final contract.

1. **Overview of Requirements and Specification**

This project will be judged on the framework price of a 20% Price and 80% Quality.

Below is the requirement that will assist you in completing your submission for this work. The criteria for assessing your bid will be in Section 5 Submission and Quality and Section 6 Pricing

Requirements for the project –

**Background**

In April 2024 the Regulator of Social Housing Consumer Standards came into effect, reinforcing the responsibility of landlords to understand the diverse needs of tenants, including those arising from vulnerabilities, protected characteristics, language barriers, and additional support needs.

Whilst Cambridge City Council routinely collects tenant data, there are gaps in the data we hold on our housing management system. The aim of this survey is to ensure we have the best quality and up to date information on our tenants in order to meet the Regulator of Social Housing’s required expectations.

This contract will be for a single piece of work, it should commence no later than August 2025 and be completed no later than December 2025.

1. **Survey scope and methodology**

This survey is intended for approx. 9,425 Cambridge City Council tenants living at approx. 7,595 different properties.

Scope

The information within the scope of this project pertains to gathering better insights across our tenants’ key demographic areas to provide a more holistic picture of who our tenants are, this includes questions on:

* sex
* gender
* disability
* sexual orientation
* marital status
* age
* religion
* economic status
* ethnicity
* spoken language, written language, communication requirements
* internet access.

Proposed methodology:

* Census survey to all tenants
* Mixed-mode staged methodology: To ensure accessibility and maximum response rates we intend to collect survey responses through a variety of modes – online, postal, and telephone.
  + We may wish to go online first, and then only send postal and conduct telephone surveys to non-respondents.
  + It is proposed that postal mailings will be printed in black and white, with a covering letter (1 page) and freepost envelope included.
  + Online survey information is to be made available on the survey / covering letter.
* Survey length: 30 questions, 4-page A4 spread, approx. 10 mins to complete (additional questions may be added)
* A prize draw will also be offered as an incentive.

The survey will consist of mostly closed questions, with a few answer choices allowing a free text response. Follow up contact for non-responders will be undertaken by the provider. A minimum acceptable response rate for tenants without complete data is 50%.

The survey will need be produced in accessible design, using a standard minimum font size of 12 to ensure legibility. It will also need to be reviewed so that all questions are unambiguous and written in plain English.

Alternative formats and translations of questions and answers will need to be offered by the provider, as well as assistance in completing the survey and any other reasonable adjustments in order for tenants to complete the survey if required.

The project may need to take on a targeted approach to prioritise the updating of our records of known and suspected vulnerable tenants and those we don’t have complete data for initially.

Communicating effectively about how the information we’re seeking to collect through the survey will be used and why it is important will be critical to boost response rates.

The project will need to be supported by comprehensive communications both internally and with support from the provider to help us extend our reach and increase the response rate.

1. **Survey outputs**

The Council would send a data file with tenant details and existing demographic information (age, gender, etc.). Where data is available for tenants, surveys would be pre-populated with this to check and update this information rather than asking customers to provide the same information twice.

All data shared by the Council will be extracted from our housing management system (MRI Housing Enterprise), all data collected in the survey by the provider will need to be in an electronic format suitable for matching with existing tenant records and incorporation into our housing management system.

Raw data results from the survey should be shared by the provider in the correct format that would aid easy integration into our housing management system. The provider will undertake full data entry requirements for the survey including cleaning and verifying the data before analysis. The provider may also have the capabilities to share results before the end of the fieldwork period via a live dashboard to visualise and analyse data in real-time.

We require a written report in an accessible format, with a drafted version to be reviewed by the Council before finalising. There will also be a presentation to officers and residents to cover the findings. There should be the ability to delve further into the results, for example by looking at particular estates or protected characteristics.

The following will be provided within the overall report:

* Executive summary of the principal findings of the survey
* Data will also be comprehensively analysed by the demographic and equality categories included in the profiling.
* Summary of the key features of the tenants’ profile
* Additional cross tabulations and break downs as required.

1. **Proposed project timeline:**

* 01/08/2025 - contract to commence
* Aug 2025 - survey planning, design and data specification
* Early Sep 2025 - final survey agreed & data provided
* Late Sep 2025 - survey printing and postage
* Oct 2025 – survey goes live: main fieldwork period
* End of Oct 2025 - deadline for survey returns
* Nov 2025 - returns collated/analysed and draft reports provided
* Dec 2025 - final reports issued
* Dec 2025 - presentation to officers and tenant & leaseholder group

**Data protection**

The provider must agree to conform to any data transfer protocols required by the Council to ensure the confidentiality of the tenant data and survey information.

The provider must abide by all provisions of the Data Protection Act 2019 and General Data Protection Regulation (GDPR) 2016, including all statutory amendments and re-enactments and all regulations made under them. GDPR compliant data sharing agreements must be in place with all relevant suppliers and sub-contractors.

The provider must be registered with the Information Commissioner and a Member of the Market Research Society.

1. **Terms and Submissions – Quality Questions (80%)**

Please provide an outline of how these services will be provided. Ensure you consider all the prerequisites laid out in the requirements and overview above.

|  |  |  |
| --- | --- | --- |
|  | Quality Evaluation | Weighting |
| 1. | Please provide an outline on how you will meet the specification. (max 1,000 words) | 10% |
| 2. | Please provide further detail based on the proposed methodology in Section 1 or suggest an alternative approach. (max 750 words) | 10% |
| 3. | Please provide a breakdown of how you would undertake the survey to ensure the acceptable level of return (Section 1). Include what actions you will take to boost response rates, such as calling from a local number for telephone surveys. (max 750 words) | 10% |
| 4. | Please provide an outline of how you can offer reasonable adjustments for different tenants answering the survey, such as providing the survey in different formats and languages and translating the results. (max 750 words) | 10% |
| 5. | Please provide detail on any material you can provide to assist with our communications campaign surrounding the survey (Section 1). (max 500 words) | 10% |
| 6. | Please provide detail on how your approach to data collection and validation will ensure proper data integration into our housing management system (Section 2). (max 750 words). | 10% |
| 7. | Please provide a plan on how you will deliver the project to the proposed timeline and add necessary detail, (section 3), including how the contract will be resourced. (max 750 words) | 10% |
| 8. | Please provide experience and qualifications relevant to this project and any references from similar projects. (max 1,000 words) | 10% |

Each project must consider the requirement for a social value element. Please see section 10 below and detail about ‘Match My Project’ which allows organisations to pledge a level of community support.

The contractor is required to submit a quote for the provision of the above service, based on a completed project with a breakdown of the various costs involved.

All quality narrative submitted will be judged using the following criteria.

|  |  |
| --- | --- |
| **Quality Scoring Scale** | |
| **10 marks** | **Excellent Response.**  \* The response is comprehensive in all areas  \* The Bidder demonstrates an excellent understanding of the requirement  \* The Bidder demonstrates a very high level of skills/abilities to meet the requirement  \* The response provides very high confidence that the Bidder will deliver the service as per standards listed in the service specification. |
| **8 marks** | **Good Response.**  \* The response covers all areas  \* The Bidder demonstrates high level of understanding of the requirement  \* The Bidder demonstrates high level of skills/abilities to meet the requirement  \*The response provides high confidence that the Bidder will be able to deliver the service as per standards listed in the service specification |
| **6 marks** | **Satisfactory Response.**  \* The response covers most areas  \* The Bidder demonstrates an acceptable level of understanding of the requirement  \* The Bidder demonstrates an acceptable level of skills/abilities to meet the requirement  \* The response provides acceptable confidence that the Bidder will be able to deliver the service as per standards listed in the service specification. |
| **4 marks** | **Partially satisfactory response**  \* The response is missing some areas  \* The Bidder demonstrates poor understanding of the requirement  \* The Bidder demonstrates poor level of skills/abilities to meet the requirement  \* The response provides some confidence that the Bidder will be able to deliver the service as per standards listed in the service specification |
| **2 marks** | **Poor Response**  \* The response is missing most areas  \* The Bidder demonstrates no understanding of the requirement  \* The Bidder has provided no evidence of skills/abilities to meet the requirement  \* The response provides no confidence that the Bidder will be able to deliver the service as per standards listed in the service specification. |
| **0 marks** | **No response**  no response at all or insufficient information provided in the response such that the response is totally un- assessable and/or incomprehensible |

The contractor is required to submit a quote for the provision of the above service, based on a completed project with a breakdown of the various costs involved.

Please submit your pricing with your proposal. This should show the total cost (excluding VAT) and will represent the maximum payments that will be made during the contract term.

1. **Pricing (20%)**

Please provide a total project cost as detailed in the specification, as well as a breakdown of constituent costs and any optional costs.

|  |  |  |
| --- | --- | --- |
| **Task** | **Unit** | **£** |
| Total cost proposed – to include the breakdown of the Survey, Collation of information, reporting of results and presenting to the Council. |  |  |
| Additional costs |  |  |

Scores will be assigned as laid out below, Tender Price by measuring each price against the lowest compliant price submitted in line with the criteria laid out in the pricing.  The lowest priced offer will achieve the maximum score and any prices above the lowest will be allocated a score based on the following formula:

|  |  |  |  |
| --- | --- | --- | --- |
| Price Score = | Lowest tender price | x | [20] |
| Your tender price |

For example, based on a notional figure of £2000 for the lowest tender price, scores would be awarded as follows:

|  |  |  |
| --- | --- | --- |
| Supplier | Tender Price | Price Score awarded (20%) |
| A | £2000 | 20 |
| B | £2300 | 17.39 |
| C | £2500 | 16 |
| D | £2700 | 14.81 |
| E | £3000 | 13.33 |

As part of your submission please complete the following form and upload with your submission documents.

1. **Information Specific to this Opportunity**

To: Cambridge City Council

Reference – RfQ for xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

|  |  |  |
| --- | --- | --- |
|  | Question | Response |
| 1 | Name, position and address of principal contact to where any future correspondence is to be sent in connection with this matter |  |
| 2 | Contact telephone and e-mail |  |
| 3 | Full name of organisation in whose name the tender would be submitted |  |
| 4 | Address |  |
| 5 | Proof of insurances for  **Public Liability £5m**  **Product Liability £2m**  Should include a standard one-year warranty of defects. Please state expected lifetime of product and ongoing maintenance requirements.  **Employers Liability £5m**  **Professional Indemnity £2m**  **NB** should you not have insurance at this level please confirm your current insurance values |  |

|  |  |
| --- | --- |
| Role |  |
| Name |  |
| Signature |  |
| Date |  |
|  |  |

1. **General Information**

Cambridge City Council is not bound to accept any of the proposals submitted. If there are concerns over any aspects of a bidder’s proposal, the Council reserves the right to choose the next best placed supplier. Any concerns will be notified to the bidder in advance of any decision, to allow the opportunity for further clarification.

Bidders shall accept and acknowledge that, by issuing this RfQ, the Council shall not be bound to accept any offer or bid and reserves the right not to conclude a Contract for any or all of the requirements as stated in the RfQ documents for which priced submissions are being invited.

The Council reserves the right to amend, add to or withdraw all or any part of this RfQ at any time during the procurement exercise.

This a simple single stage process. You may only make a single submission. Your submission will be reviewed by one or more officers of the Council who will make a decision on the appointment. This decision is final.

The timetable above gives expected/indicative timeline for the appointment. The Council has every intention of staying within these time scales however, it does reserve the right to vary any part of the schedule should there be a requirement to do so. Should this happen you will be kept fully informed.

The Council may undertake independent financial checks to ensure the suitability of the bidder.

1. **Check List for uploading**
2. Document detail how you will deliver the requirements (see section 5)
3. Pricing for the work (see section 6)
4. Information sheet signed (see section 7)

Please ensure that all these documents are uploaded by the closing date and time.

1. **Social Value**

The Council is committed to ensuring that all procurements consider the economic, social and environmental well-being of the City and surrounding area. As such, we require all Bidders to incorporate our commitment (which can be reviewed at the hyper-link below), in their submissions, through avenues such as (but not limited to):

[Social Value Framework - Cambridge City Council](https://www.cambridge.gov.uk/media/twobc2e0/social-value-framework.pdf)

**Match My Project**

[Match My Project](https://www.cambridge.gov.uk/match-my-project) is an online platform which Cambridge City Council is using as a key delivery mechanism for social value, where businesses can find and support Cambridge based community projects.

Community organisations post projects/resources or requests that they need support with on the platform. Businesses can filter these and request to match with those that they would like to help support. The link above provides more information about the platform and how to access it, but if you would like to discuss it in more detail, please contact [grants@cambridge.gov.uk](mailto:grants@cambridge.gov.uk)