

**Request for Quotation**

**north northamptonshire council**

**tenant satisfaction measures survey 2024/25**

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# Section 1: Introduction

## General Requirements

* 1. North Northamptonshire Council (hereafter referred to as “The Council”) invites quotations for the provision of their Tenant Satisfaction Survey for 2024/25.
	2. The Council’s detailed requirements are defined in Section 2: Specification.
	3. Please take care in reading this document, in particular the Specification. In the event of any questions or queries in relation to this Request for Quotation (RFQ), please contact the Officer detailed in Table B.
	4. The Council reserves the right to:
		1. carry out due diligence checks on the awarded Potential Supplier;
		2. amend the Conditions of Contract included at Appendix 1;
		3. abandon the procurement process at any stage without any liability to the Council; and/or
		4. require the Potential Supplier to clarify its quotation in writing and if the Potential Supplier fails to respond satisfactorily, this may result in the Potential Supplier being rejected from the process.
	5. The Council also reserves the right, at any point and without notice, to discontinue the procurement process without awarding a contract, whether such discontinuance is related to the content of Quotation Responses or otherwise. In such circumstances, the Council will not reimburse any expenses incurred by any person in the consideration of and/or response to this document. You make all quotations, proposals and submissions relating to this RFQ entirely at your own risk.
	6. All documents and materials, which comprise the RFQ response, must be written in English only.
	7. Quotations are to remain open for acceptance for a period of 120 days from the Deadline for Submission of Bids.
	8. Potential Suppliers must be explicit and comprehensive, keeping the information provided specific to and locate within the question asked as this will be the single source of information on which responses will be scored and ranked.

## Procurement Timetable

* 1. This RFQ follows a clear, structured and transparent process to ensure a fair and level playing field is maintained at all times, and that all Potential Suppliers are treated equally.
	2. All documents, which comprise any RFQ Response, must be received by the Council no later than the Deadline for Submission of Bids, set out in Table A, below.
	3. The RFQ process is intended to follow the timetable set out in Table A, below.

**Table A**

| Activity | Time and Date(as applicable) |
| --- | --- |
|  | Request for Quotation Documents issued | Thursday, 5 September 2024 |
|  | Deadline for Questions from Potential Suppliers | Midday on Thursday, 12 September 2024 |
|  | Deadline to Provide Answers to Questions from Potential Suppliers | Wednesday, 18 September 2024 |
|  | Deadline for Submission of Bids | Midday on Friday, 20 September 2024 |
|  | Evaluation of Bids Received\* | Wednesday, 25 September 2024 |
|  | Contract Award\* | Friday, 27 September 2024 |
|  | Contract Start\* | Tuesday, 1 October 2024 |
|  | Contract End\* | Friday, 3 January 2025 |

* 1. The Council reserves the right to amend this timetable, and items marked with an asterisk, i.e. \*, are provided for **guidance only** and are **subject to change** at short notice.
	2. Any RFQ received after the Deadline for Submission of Bids identified in Table A, may be rejected. Therefore, it is the Potential Supplier’s responsibility to ensure that the deadline is not breached.

## Clarification Questions

* 1. Any queries about this document, the procurement process, or the proposed contract itself, should be referred via email to the Officer detailed in Table B, below, no later than the Deadline for Questions from Potential Suppliers date found in Table A.
	2. A copy of all requests for clarifications and the responses will be published to all potential suppliers, where the clarification and response are not considered confidential.
	3. If a potential supplier wishes the Council to treat a clarification as confidential and therefore not publish the response to all, it must state this when submitting the clarification. If in the opinion of the Council, the clarification is not confidential, the Council will publish in an anonymised format.
	4. The deadline for receipt of clarifications relating to this procurement is set out in the procurement timetable. Clarifications sent to the Council after this deadline may not be responded to.

**Table B**

|  |  |
| --- | --- |
| Name | Suzanne Jackson |
| Job Title | Housing Policy and Performance Manager |
| E-Mail address | suzanne.jackson@northnorthants.gov.uk  |

## Quotation Responses

* 1. Should you wish to take part in the selection process please complete this RFQ and return via e-mail to the Officer detailed in Table C, below, no later than the Deadline for Submission of Bids date in Table A.

**Table C**

|  |  |
| --- | --- |
| Name | Kellie West |
| Job Title | Housing Policy and Performance Officer |
| E-Mail address | kellie.west@northnorthants.gov.uk  |

## Evaluation of Quotations

* 1. **THOSE POTENTIAL SUPPLIERS WHO FAIL ANY PASS/FAIL, MANDATORY, COMPULSORY AND/OR ESSENTIAL QUESTIONS WILL be rejected from the RFQ PROCESS.**
	2. Any bids which are not compliant or not completed fully will be rejected. If a bid is eliminated for any reason, the price submitted within the quote concerned shall also be excluded from the evaluation. Based on the information provided by Potential Suppliers, each compliant RFQ Response will be evaluated based on the following criteria:
		1. **Evaluation Method: Minimum Quality Standard. 100% Price**
1. Potential Suppliers must pass all pass/fail questions in Section 3: to be considered. Bids not meeting the minimum standards will be rejected.
2. Price will make up 100% of the evaluation.

# Section 2: Specification

## Introduction and Background

* 1. This specification outlines North Northamptonshire Council’s requirements for a suitably qualified and experienced organisation to undertake a Tenant Satisfaction Measures (TSM) Survey on behalf of the Council in line with the requirements of the Regulator of Social Housing.
	2. The Council are looking to procure an organisation to manage the whole process of conducting a sample survey of tenants via telephone for reporting of the 2024/25 TSM performance.
	3. The Regulator of Social Housing introduced the Tenant Satisfaction Measures Standard which requires all registered providers of social housing to generate and report on their performance against the TSMs.
	4. The TSMs are a core set of performance measures with a central aim to provide tenants with greater transparency about their landlord’s performance and inform the Regulator about how a landlord is complying with consumer standards.
	5. The new reporting requirements came into force in April 2023 and the Council are required to conduct tenant perception surveys on an annual basis to generate a subset of these measures in which the Council is seeking assistance to undertake this.
	6. During 2023/24 the Council conducted a postal and online survey providing the opportunity for all tenants to participate through a census methodology as the baseline year for this survey as a new unitary council.

## Scope

* 1. The Council are seeking to conduct a Tenant Satisfaction Measure Survey for a sample of North Northamptonshire Council tenants as this is the second year of collecting this data.
	2. The survey must comprise of all 12 of the TSMs as specified in the Regulator of Social Housing Technical requirements and conducted in line with the Regulator of Social Housing Tenant Survey Requirements which can be found in Annex 1 and 2.
	3. As specified by the Regulator of Social Housing the tenant perception measures need to be collected and reported in a way that adheres to the Market Research Society (MRS) Code of Conduct.
	4. Tenant data for the survey will be extracted from the Council’s Northgate Housing Management system for the Kettering area and the Council’s QL Housing Management System for the Corby area.

## Statement of Requirements

* 1. **Sampling approach and verification**
* To conduct a sample survey approach of the Council’s 8,081 tenants (total number correct at the time of writing this specification but subject to change).
* When undertaking the survey, a sample size that meets the minimum level of statistical accuracy needs to be achieved as specified by the Regulator of Social Housing.
* For a local authority with between 2,500 and 9,999 dwelling units this is a margin of no more than +/-4% at a 95% confidence level. The sample size may need to be increased to ensure the required response is achieved.
* The TSMs also need to be representative of the relevant tenant population and therefore this is a factor that needs to be assessed by the organisation conducting the survey on behalf of the Council and the appropriate weighting methodology needs to be applied if necessary.

**3.2 Survey collection method**

* The method of collection for the tenant perception survey for the Council for 2024/25 will be conducted via a telephone survey.
* It is proposed that the provider would utilise a local number to help increase pick-up rates and engagement from Council tenants with the survey.
* The length of telephone surveys will be approximately 8-10 minutes per survey and should be monitored on a regular basis to ensure consistency of approach.
* All interviewers will be given a comprehensive briefing prior to starting the fieldwork to ensure they are fully aware of the requirements of the survey and regular checks of interviews will be factored in.
* A log of all calls made is required, including no replies, refusals, invalid telephone numbers etc to help with monitoring of responses and tenant profiling information.
* The provider will undertake full data entry requirements for the survey including cleaning and verifying the data before analysis.

**3.3 Size of the survey**

* The survey will include questions that represent all 12 TSMs (TP01 to TP12) in the survey along with 3 to 4 other questions specified by the Council to help probe and capture reasons for satisfaction levels
* Also, a section to capture tenant profiling information at the end of the survey is required to ensure that the results achieve a satisfactory representative sample.
	1. **Accessibility of the survey**
* To take reasonable steps to assess, identify and remove barriers to tenant participation and to overcome these barriers where necessary with appropriate solutions for conducting telephone surveys.
* The proposal is for the telephone surveys to be conducted, typically between the hours of 9.30am and 8pm, Monday to Friday and weekends if required to enable tenants the opportunity to participate at various times.
* To offer call back facility where appropriate to encourage participation in the survey.
	1. **Survey results**
* To provide data tables and raw data to North Northamptonshire Council via a self-service dashboard.
* To produce an Executive Summary and full detailed report of the results and an analysis of all responses.
* To produce a summary of the survey approach used to generate the TSMs as outlined by the Regulator of Social Housing in the Tenant Survey Requirements.

**3.6 Timing of the survey**

* 1. The proposed timeframe for conducting the fieldwork and completion of the contract is from the 1st of October 2024 to the 3rd January 2025.
	2. This is to ensure that all data and reports are provided to the Council by no later than the 31st of March 2025 to ensure the Council can meet the reporting requirements of the Regulator of Social Housing.

## Social Benefits

* 1. The Council welcomes feedback from its tenants on the homes and neighbourhoods in which they live. This feedback will help the Council understand what the most important issues and priorities are for its tenants. The Council will use this feedback to help improve the Housing service it provides.

## Data Management / UK General Data Protection Regulation (UK GDPR)

* 1. The Potential Supplier shall comply with any further written instructions with respect to data processing by the Council.
	2. Any such further instructions shall be incorporated into the Data Protection Schedule in annex 3.

## Appendixes and/or Annexes

| **No.** | **Document Name** | **Document Location** |
| --- | --- | --- |
|  | Regulator of Social Housing – Tenant Satisfaction Measures – Tenant Survey Requirements  |   |
|  | Regulator of Social Housing - Tenant Satisfaction Measures – Technical Requirements  |  |
|  | NNC Data Processing Schedule |  |

# Section 3: Supporting Information

1. Please complete Section 3 below.

| **General Information** |
| --- |
| **Question 1:** | **Scoring Methodology:** | Question Answered? Yes/No |
| 1.1. (a) | Full name of the Potential Supplier completing Information | Click to enter text. |
| 1.1. (b) (i) | Registered office address | Click to enter text. |
| 1.1 (b) (ii) | Registered website address | Click to enter text. |
| 1.1. (c) (i) | Trading Status | Choose an item. |
| 1.1. (c) (ii) | \*If you selected ‘**Other\***’, please specify | Click to enter text. |
| 1.1 (d) | Date of registration in country of origin | Click to enter date. |
| 1.1. (e) | Company registration number | Click to enter text. |
| 1.1. (f) | Charity registration number | Click to enter text. |
| 1.1 (g) | Head Officer DUNS number | Click to enter text. |
| 1.1 (h) | Registered VAT number | Click to enter text. |
| 1.1 (i) | Trading name(s) that will be used if successful in this procurement. | Click to enter text. |
| 1.1. (j) | Are you a Small, Medium or Micro Enterprise (SME)? | Choose an item. |
| 1.1 (k) | If applicable, details of immediate parent company | Click to enter text. |
| 1.1 (l) | If applicable, details of ultimate parent company | Click to enter text. |

**Please Note:** To avoid any unnecessary duplication for the Potential Supplier, by signing the Declaration at Question 2, you are also signing to confirm the following, as included in this RFQ Response, and all associated subsections therein contained:

1. Section 5: Freedom of Information; and
2. Section 6: Declaration.

| **Contact Details and Declaration** |
| --- |
| **Question 2:** | **Scoring Methodology:** | Question Answered? Yes/No |
| *Potential Supplier contact details for enquiries about this RFQ Response* |
| 2.1. (a) | Contact name | Click to enter text. |
| 2.1. (b) | Name of organisation | Click to enter text. |
| 2.1. (c) | Role in organisation | Click to enter text. |
| 2.1. (d) | Phone number | Click to enter text. |
| 2.1. (e) | E-mail address | Click to enter text. |
| 2.1. (f) | Postal address*including postcode* | Click to enter text. |
| 2.1. (g) | Signature*electronic is acceptable* | Click to enter text. |
| 2.1. (h) | Date | Click to enter date. |

| **Insurance** |
| --- |
| **Question 3:** | **Scoring Methodology:** | Pass/FailPotential Suppliers who answer ‘No’ to any of the levels below will be eliminated from this procurement process. |  |  |
| *Please confirm that your organisation already has or is prepared to obtain the level of insurance cover prior to award of the contract? The levels of insurance cover are indicated below.*  |
| 3.1. | Employer’s (Compulsory) Liability Insurance at no less than £5,000,000*It is a legal requirement that all Potential Suppliers hold Employer’s (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.* | Choose an item. |
| 3.2. | Public Liability Insurance at no less than £5,000,000 | Choose an item. |

| **Requirements under Modern Slavery Act 2015** |
| --- |
| **Question 4:** | **Scoring Methodology:** | Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |  |  |
| 4.1. (a) | The Council wants to ensure that within your business and its supply chain, there is no servitude or forced labour, slavery human trafficking, arranging or facilitating the travel of another person with a view that a person is being exploited or conducting any activities that contain violation of human rights.Please confirm that your supply chain with regards to this quotation response complies with the Modern Slavery Act 2015? | Choose an item. |

| **UK General Data Protection Regulations (UK GDPR)** |
| --- |
| **Question 5:** | **Scoring Methodology:** | Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |  |  |
| 5.1. | The Council wants to ensure that within your business and/or in its supply chain, the processing of personal data and processes in relation to this contract are complaint with the requirements of the UK General Data Protection Regulations (UK GDPR) and Data Protection Act.Please confirm that you and your supply chain with regards to this RFQ response comply with all applicable data protection legislation including but not limited to the UK General Data Protection Regulations (UK GDPR) and Data Protection Act. | Choose an item. |

| **Carbon Reduction** |
| --- |
| **Question 6:** | **Scoring Methodology:** | Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |  |  |
| 6.1. | Please can you confirm that you have read North Northamptonshire Council’s Carbon Management Plan?The Council's Carbon Management Plan can be found here: <https://www.northnorthants.gov.uk/climate/carbon-management-plan>  | Choose an item. |

| **Carbon Reduction** |
| --- |
| **Question 7:** | **Scoring Methodology:** | Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |  |  |
| 7.1. | Please confirm that, if successful, you will put measures in place to assist the Council in achieving their target of becoming carbon neutral by 2030? | Choose an item. |

| **Carbon Reduction** |
| --- |
| **Question 8:** | **Scoring Methodology:** | Pass/FailPotential Suppliers who answer ‘No’ will be eliminated from this procurement process. |  |  |
| 8.1. | Please confirm that your organisation is taking steps to reduce your Greenhouse Gas Emissions over time and is publicly committed to achieving Net Zero by 2050? | Choose an item. |

| **Carbon Reduction** |
| --- |
| **Question 9:** | **Scoring Methodology:** | Information Only |  |  |
| 9.1. | Please provide your Net Zero target date | Select a date. |

| **Social Value** |
| --- |
| **Question 10:** | **Scoring Methodology:** | Pass/Fail |  |  |
| 10.1. | Having read the specification what community benefits, will your organisation provide as part of your proposal? Examples include but not be limited to:* Sub-contracting locally;
* Improvements to the area covered by North Northamptonshire; and/or
* Use of apprenticeships.

***Important Note:*** *Where the Potential Supplier answers in such a way, as to avoid this requirement, but still provides an answer (e.g., “we are unable to offer any benefits as a part of this Contract”), they will be deemed to have not answered the question, which may lead them failing this question and being rejected from the process.* |
| **Answer:** |
| Click to enter text. |

| **Compliance with the specification**  |
| --- |
| **Question 11:** | **Scoring Methodology:** | Pass/Fail | Potential Suppliers who answer ‘No’ will be eliminated from this procurement process. |
| 11.1 | Please confirm that your organisation will be able to deliver all the requirements outlined with the specification for this survey  | Choose an item. |

| **Compliance with Regulator of Social Housing**  |
| --- |
| **Question 12:** | **Scoring Methodology:** | Pass/Fail | Potential Suppliers who answer ‘No’ will be eliminated from this procurement process. |
| 12.1 | The Council want to ensure the Tenant Survey is conducted in line with the requirements of the Regulator of Social Housing in the delivery of the Tenant Satisfaction Measures as set out in [Annex 5: Tenant Satisfaction Measures – Tenant Survey Requirements](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1105482/20220913_Annex5_TSM_Tenant-Survey-Requirements.pdf) Please confirm that your organisation will deliver the survey as specified by the Regulator  | Choose an item. |

| **Compliance with MRS** |
| --- |
| **Question 13:** | **Scoring Methodology:** | Pass/Fail | Potential Suppliers who answer ‘No’ will be eliminated from this procurement process. |
| 13.1 | Please confirm that your organisation adheres to the Market Research Society (MRS) Code of Conduct. | Choose an item. |

| **Research Proposal** |
| --- |
| **Question 14:** | **Scoring Methodology:** | Pass/Fail | Potential Suppliers who answer ‘No’ will be eliminated from this procurement process. |
| 14.1 | To understand how your organisation will deliver the Tenant Survey for the Council please attach your detailed research proposal in pdf format including a proposed timetable of delivery for this RFQ and detailing your level of experience of conducting telephone surveys.Please confirm you have attached your research proposal for this survey. | Choose an item. |

# Section 4: Pricing Sheet

## Pricing and Costs

* 1. Please complete the Pricing Schedule at Table F, below, ensuring that you have provided a fixed and firm cost in each of the relevant boxes.

* 1. Please add or remove rows to form the Price Breakdown table, as necessary.
	2. All prices quoted must exclude VAT.
	3. Should you be successful, your fixed cost for the contract must be included in your RFQ Response and any costs which are not included will not be met by the Council either before or during the contract.
	4. Where the Council considers a price to be abnormally low, it may seek clarification and/or an explanation from the Potential Supplier, and the Council may reject any RFQ Response, at its absolute discretion, if it appears to be unreliable.
	5. The Potential Supplier with the lowest overall compliant price will be awarded the full Price score. All other RFQ responses will be scored in accordance with the following calculation:

$$=Price Weighting-\left(\frac{Your submitted price-lowest submitted price}{Your submitted price}\right)x 100$$

* + 1. An example is provided in Table E, below. This example is based on a 100% price weighting, where the lowest compliant price is £100,000.

**Table E**

| **Potential Supplier No.** | **Potential Supplier Price Offer** | **Price Calculation** | **Price Score** | **Rank** |
| --- | --- | --- | --- | --- |
| Potential Supplier 1 | £100,000.00 | =100%(lowest compliant price) | 100 | 1 |
| Potential Supplier 2 | £125,000.00 | =100-((125,000-100,000)/125,000)\*100 | 75 | 2 |
| Potential Supplier 3 | £150,000.00 | =100-((150,000-100,000)/150,000)\*100 | 50 | 3 |

**Table F**

| **Pricing Schedule** |
| --- |
|  | Please provide a breakdown of the costs of undertaking the tenant satisfaction survey on behalf of the Council.*\*Please add additional rows if required* |
|  | Set up / Project Management | £Click to enter text. |
|  | Field work | £Click to enter text. |
|  | Data processing and analysis | £Click to enter text. |
|  | Report | £Click to enter text. |
|  | Additional Costs not otherwise specified | £Click to enter text. |
|  | Total Cost (A+B+C+D+E+F)This is the figure that will be used for the price evaluation, as detailed in this document. | £Click to enter text. |

# Section 5: Freedom of Information

1. Information in relation to this RFQ may be made available on demand in accordance with the requirements of the Freedom of Information Act 2000 (“The Act”) and your organisation details will be disclosed and/or published where the expenditure is over £500, as per the Government Transparency agenda.
2. Potential Suppliers must state if any of the information supplied by them is confidential and commercially sensitive or should not be disclosed in response for the Information under The Act. Potential Suppliers must state why they consider the information to be confidential or commercially sensitive.
3. Note that inclusion below will not guarantee that the information will not be disclosed but will be examined in the light of the exemptions provided in The Act. Note that the Declaration for this Section has been completed and signed at Section 3, Question 2.1 (g) of this document.

| **Information/Document** | **Reference/Page No.** | **Reasons for Non-Disclosure** | **Duration of Confidentiality** |
| --- | --- | --- | --- |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
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|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |
|  | Click to enter text. | Click to enter text. | Click to enter text. | Click to enter text. |

# Section 6: Declaration

1. By signing Section 3, Question 2.1. (g) I hereby declare that:
	1. I am signing on behalf of the Company named at Section 3, Question 1.1 (a) and am duly authorised to do so;
	2. to the best of my knowledge, the information provided is complete and accurate;
	3. the price in Section 4 is our best offer;
	4. no collusion with other organisations has taken place in order to fix the price;
	5. that there is no conflict of interest in relation to the Council’s requirement;
	6. the requirement be subjected to the terms and conditions set out in Conditions of Contract identified at Appendix 1;
	7. that no goods, supplies, services and/or works will be delivered or undertaken until both parties have executed the formal contract documentation as identified at Appendix 1 and an instruction to proceed has been given by the Council in writing; and
	8. I understand that the Council may reject my submission if there is a failure to answer all relevant questions fully or if I provide false and/or misleading information.

# Section 7: Due diligence

* 1. The Council will undertake its due diligence in advance of any contract award.
	2. The preferred Potential Supplier(s) will not be awarded the Contract until the Council is satisfied with any further checks and due diligence it has carried out and these will need to be acceptable to the Council before a contract can be awarded. The Council reserves the right to disqualify any Quotation Response which is incomplete.
	3. Due diligence may include credit checks in relation to the preferred Potential Supplier(s) (including each member of any consortium and of any key sub-contractor). This is important to the Council to ensure that any organisation who wishes to enter into a contract with the Council will be in a position to provide the goods, services and/or works on an ongoing basis as agreed within any contract. The Council works with external credit agencies to provide these financial checks.
	4. The Council reserves the right to reject a Potential Supplier from the procurement process, where any findings from the Council’s due diligence reveal a serious concern or risk for the Council that cannot be remedied in a reasonable amount of time before award. Potential Suppliers are strongly encouraged to check and manage their financial score within the industry.
	5. The Council reserves the right to revisit any selection criteria questions at any time before award stage, where the Council believes there is a risk that selection responses might have changed. The Council reserves the right to disqualify any Potential Supplier who no longer meets the selection criteria if it originally led to them continuing in the procurement process.

# Section 8: CONTRACT AWARD

1. The Council will notify all Potential Suppliers of its intention to award a contract.

1. This will include details of the:
	* 1. Award criteria scores;
		2. Name of the successful provider(s).
2. The following documents shall form part of the contract between the Council and the successful provider(s):
	* 1. Specification;
		2. Terms and Conditions plus related Schedules (such as service levels, site plans, asset lists, contracts list, list of transferring employees, relevant policies, etc.);
		3. A pricing schedule (as completed by the Potential Supplier);
		4. Responses to requirements; and
		5. A list of commercially sensitive information.

## Appendix 1: Conditions of Contract

1. The Council’s standard terms and conditions for procurements **below £25,000** can be found by clicking on the following link:
	1. <https://www.northnorthants.gov.uk/finance/conditions-contract-purchase-orders-below-ps25000>
	2. Special Conditions relevant to this Quotation are detailed in the box below:

|  |
| --- |
| *None* |