

# **Invitation to Tender**

Customer Insight 2021

February 2021

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## Appendix A – HouseMark STAR Features

## 1.0 Introduction to Leeds Federated

Leeds Federated Housing Association (The Association) is a registered social landlord formed in 1974 for the benefit of the community. The Association has a central office in Leeds and provides approximately 4,300 homes in Leeds, Wakefield and North Yorkshire.

### ***‘Building futures together’***

The vision statement reflects our aim to grow through building more homes. It is our intention to enable our customers to consider their future knowing they have a place they can call home. The Association will work together with staff, customers and other stakeholders in making our vision a reality.

The vision of Leeds Fed can be broken down into 3 goals, which set out how we will work towards achieving the vision of the life of the Corporate Plan:

### **Sustain**

- Provide good quality homes that people want to live in – our properties will be well maintained to a standard which makes us an attractive landlord for existing and prospective customers.
- Deliver value for money services, providing quality at an affordable cost – our housing management services will balance the quality of the service with the cost of providing that service to ensure customers can sustain their tenancies and recognise both their rights and responsibilities as tenants. Where appropriate such services will extend to the wider neighbourhood.
- Maintain a healthy business in terms of its finances, expertise and governance – we will remain viable by managing our cash flow and budgets, will ensure that staff are competent to do their jobs, and ensure that the necessary skills exist around the Board table to govern the association well.
- Continue to involve customers in the business where appropriate to ensure an appropriate level of influence as part of co-regulation within Leeds Fed.

### **Innovate**

- Make best use of technology to improve the efficiency and effectiveness of services – we will use existing and develop new technology where necessary to support service delivery
- Find ways to work smarter – we will review how services are delivered and find ways to achieve the same or better ends for reduced or the same cost.
- Adapt to change in our business and operating environment to remain competitive – as the operating context changes we will adapt our plans to ensure our products and services remain attractive to customers. Part of this area will involve our pro-active approach to asset management and the potential disposal/rationalisation of some properties.

### **Grow**

- Expand our delivery of good quality homes – we will use our borrowing capacity to increase the amount of development undertaken and spend 2016/17 determining the precise level of that growth. It will be at least double the current levels of development and mainly comprise affordable homes for rent or sale.
- Identify new business opportunities to enhance Leeds Fed’s viability – we will actively look for new opportunities to strengthen the Associations financial position. This may include specific services provided to other Associations or other forms of strategic alliance.
- Grow our capacity, skills and influence to support the business – staff will be given opportunity to develop to enable them to better fulfill their responsibilities. We will engage in partnership working at a local, regional and where appropriate national level to further the organization’s interests with others sharing a common objective.

It is to note that the above goals reflect the priorities of the current 2016-2021 Corporate Plan. The 2021-2026 Corporate Plan which is currently being developed seeks to replace ‘Innovate’ with ‘Engage’ to reflect a strengthened focus on effective engagement with customers and staff.

## 2.0 Background Information

Leeds Federated currently works with an external contractor to produce high level customer satisfaction scores. Currently, the scores are derived from 150 randomly selected telephone interviews each quarter. A rolling dataset of a minimum 600 cases is used to ensure statistical accuracy and is designed to be broadly representative of the customer base. The data set that is sent to the researcher includes the majority of Leeds Federated's stock and covers all general needs housing, general needs age restricted, affordable rent, and older persons housing. The approach to sampling is to be revised as described in section 4 below.

The question set was reviewed in May 2020 following Leeds Federated's membership of HouseMark. The question set was revised slightly to allow benchmarking with peer data across the 'Core' questions, whilst still retaining the ability to compare historical data.

The researcher is asked to report a 'hot alert' in cases where there are issues of strong dissatisfaction, perceived service failure, health and safety issues, or issues of potential detriment to Leeds Federated. Hot alert cases are sent to either the Customer Services Management Team or the Repairs Team to be investigated and dealt with promptly.

Customer segmentation has recently been introduced at Leeds Federated as a means of better understanding customers' preferences and behaviours. From Quarter 1 2020/21 segmentation information has been incorporated into the results of the general satisfaction measurement.

The current insight contract also allows for up to four pieces of qualitative work to be undertaken by the researcher each year. This provision has historically been used to investigate any significant or gradual decreases in satisfaction relating to a particular service area, when it has been necessary to look deeper into the possible causes. This has included contributing to reviews of satisfaction with the neighbourhood, the complaints process and satisfaction with service charges. The provision can also be used to assist with any formal scrutiny reviews that are initiated by the customer Challenger Panel.

### Transactional Satisfaction

Leeds Federated is working to adopt the Together With Tenants Charter in order to strengthen and demonstrate the organisation's commitment to listen, learn from and act upon the customer voice. As part of this work there are plans to expand the insight programme to incorporate service areas currently missing such as shared ownership, the management of antisocial behaviour cases, cleaning and gardening. Although we are currently only asking for a quote for the quarterly phone surveys and qualitative research provision, there will be an opportunity to negotiate additional transactional satisfaction work later in 2021.

The current contract is due to expire June 1st 2021.

This Tender is being advertised on Contracts Finder. All documents are available on this portal. Interested tenderers are advised to 'watch' the notice to receive notifications if the notice is updated.

Any queries should be placed in writing (e.g. email) and directed to Joanne Harrison, Procurement & Contracts Coordinator, email: [procurement@lfha.co.uk](mailto:procurement@lfha.co.uk). **The latest date for the receipt of queries is 05/03/21 at 17:00**

A full list of any queries raised by a tenderer during the tender stage will be created and disseminated to all tenderers at the same time (if and when they occur) via an update to the Contracts Finder notice. Interested tenderers are advised to 'watch' the notice to receive notifications if the notice is updated with new queries.

### 3.0 Timescale

Circulate Invitation to Tender	19/02/21
Deadline for submission of Clarification Questions	05/03/21 @17:00
Submission of tenders	22/03/21 @ 09:00
Evaluation of tenders	W/C 22/03/21
Presentations and quality interview for 3 chosen suppliers	31/03/21 & 01/04/21
Corporate Investment Group approval	W/C 26/04/21
Notice of Award	W/C 03/05/21
Appoint contractor / Contract signature	W/C 10/05/21
Go Live / Contract start date	01/06/21

Dates are correct at time of publishing the Invitation to Tender and may be subject to change

## 4.0 Specification

### 4.1 General

Contractors to identify how they need Leeds Federated to provide extracts of customer data for the purpose of undertaking research.

### 4.2 Quantitative Research

#### 4.2.1 Minimum 150 quarterly telephone surveys with sampling spread over the three geographically based Area Teams and representative of the split between general needs, general needs age restricted, affordable rent and older persons housing. Survey to include:

Question	Rating Scale	Question part of the new STAR Framework?
Q1) Taking everything into account, how satisfied or dissatisfied are you with the service provided by Leeds Federated?	5 point Likert: very satisfied; fairly satisfied; neither satisfied nor dissatisfied, fairly dissatisfied, very dissatisfied	Yes
Q2) How satisfied or dissatisfied are you with the overall quality of your home?	5 point Likert	Yes
Q3) Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Leeds Federated provide a home that is safe and secure?	5 point Likert	Yes
Q4) How satisfied or dissatisfied are you with your neighbourhood as a place to live?	5 point Likert	Yes
Q5) Generally, how satisfied or dissatisfied are you with the way Leeds Federated deals with repairs and maintenance?	5 point Likert	Yes
Q5a) How satisfied or dissatisfied are you that Leeds Federated gives you the opportunity to make your views known?	5 point Likert	Yes
Q6) How satisfied or dissatisfied are you that Leeds Federated listens to residents' views and acts upon them?	5 point Likert	Yes
Q7) How satisfied or dissatisfied are you that your rent provides value for money?	5 point Likert	Yes
Q8) How satisfied or dissatisfied are you that your service charges provide value for money?	5 point Likert	Yes
Q9) How satisfied or dissatisfied are you with the way customer enquiries are dealt with by Leeds Federated?	10 point numeric (using a scale of 1 to 10, where 10 is 'completely satisfied' and 1 is 'completely dissatisfied')	Yes

Q10) How satisfied or dissatisfied are you that Leeds Federated do what they say?	10 point numeric (using a scale of 1 to 10, where 10 is 'completely satisfied' and 1 is 'completely dissatisfied')	No
Q11) How easy or difficult do you find it to deal with Leeds Federated? (where 10 is very easy and 1 is very difficult)	10 point numeric (where 10 is very easy and 1 is very difficult)	Yes
Q12) Have you contacted Leeds Federated in the last 12 months with a problem or complaint?  [If yes] Q11b) How satisfied or dissatisfied were you with the way your problem or complaint was dealt with? (where 10 is completely satisfied and 1 is completely dissatisfied)	Yes /No  10 point numeric (using a scale of 1 to 10, where 10 is 'completely satisfied' and 1 is 'completely dissatisfied')	No
Q13) If you could improve ONE thing with Leeds Federated's service, what would it be?	Open Question	No
Q14) How likely would you be to recommend Leeds Federated to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?	10 point numeric	Yes
[CLOSE] Leeds Federated would welcome the opportunity to see your individual answers and comments. Would you therefore be happy for your individual responses to be attributed to you when being passed back to Leeds Federated?		

\*HouseMark definitions to be followed for relevant questions. See Appendix A.

- Leeds Federated would like to introduce an additional question to measure customer satisfaction with communication that can be benchmarked against HouseMark data.
- It is envisaged that the question set will need reviewing in preparation for the implementation of recommendations contained within the White Paper.

#### 4.2.2 Reporting of results

- Provision of quarterly digest of results, including historical comparison, for communication to staff, customers and board, no later than 14 days after the end of each quarter.
- Prompt referral of customers raising complaints or highlighting unresolved service issues (where consented) within 24 hours.
- A breakdown of data to provide to HouseMark in line with HouseMark definitions.
- A breakdown of data to facilitate internal reporting on customer satisfaction.
- Spreadsheet containing raw data results to input into Leeds Federated's Power BI dashboard.
- Spreadsheet containing historical scores for comparison which illustrate trends.
- The results of any qualitative work undertaken in a format agreed with staff e.g. written report and / or presentation.

### **4.3 Qualitative Research**

- a. Allowance for four pieces of in-depth qualitative research. Areas to be identified as priorities by staff and the Challenger Panel with the overall aim of service improvement. A range of research methods appropriate to the topic to be used such as:
  - Semi structured in depth telephone interviews
  - Face to face interviews
  - Discussion Groups (to develop a discussion plan that allows for key topics to be covered whilst remaining sufficiently flexible for the research to be responsive in probing fully into areas of interest.)
- b. To include development of questionnaire, discussion guides, recruitment and reporting of results.

## **5.0 KPIs**

- 5.1 Reports are submitted on time.
- 5.2 A minimum of 150 customers are interviewed each quarter in line with the agreed quotas.
- 5.3 Data is provided in the required format.
- 5.4 Data protection regulations are adhered to.



## 6.0 Evaluation of tender submissions

6.1 The Association reserves the right to exclude a Tender from evaluation if it does not conform to the tender requirements or does not demonstrate sufficient capability to perform the required work.

6.2 Award will be based on the most suitable solution and most economically advantageous tender received, where Price tendered accounts for 40% of the overall score and Quality accounting for 50%. The Presentation will account for 10%.

6.3 The scoring mechanism is as follows:

### i. Pricing: (40% of the overall score)

This sets out the pricing information required by the Association for evaluation and appointment of the successful Partner(s).

A price score shall be calculated for each tender by reference to the lowest tender, which is given a points score of 100. One point shall be deducted from each of the other tenders for each percentage point above the lowest in accordance with the following formula:

$$\text{Maximum Available Price Score (100)} \times \frac{\text{Lowest Price received}}{\text{Tenderer's Price}}$$

A maximum price ratio score of 40% shall be given to the lowest price. The price ratio score shall then be calculated for each other tender according to the points achieved as a proportion of 100.

Tenderers shall note that tenders considered to be priced very low shall be scrutinised to ensure that this is not as a result of a failure to understand the requirements of the Contract. The Association shall have the right to disregard any tender that it considers to be abnormally low.

### ii. Quality (50% of the overall score)

This measures the responses to the Quality Questions set and will be scored in accordance with the table below:

Evaluation of answer	Marks
Completely fails to meet required standard or does not provide a proposal	0
Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals	1
Proposal falls short of achieving expected standard in a number of identifiable respects	2
Proposal meets the required standard in most material respects, but is lacking or inconsistent in others	3
Proposal meets the required standard in all material respects	4
Proposal exceeds the required standard and delivers added value	5

The responses to the questions should be strictly restricted to the page count identified. Responses will only be evaluated up to the specified page count per question. Text that exceeds the specified page count will be discounted. All tender responses must be submitted as a read-only MS Word document with 'Arial' Font, size 11.

Supporting information may be submitted as appendices, but will not be scored.

The highest scoring Tenderer for **Quality** will be awarded the full 50% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Quality Score (30)} \times \frac{\text{Tenderer's Total Score out of 30}}{\text{Highest Score awarded out of 30}}$$

iii. **Presentation (10% of the overall score)**

This measures the responses to the questions set and will be scored in accordance with the table below:

Evaluation of answer	Marks
Completely fails to meet required standard or does not provide a proposal	0
Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals	1
Proposal falls short of achieving expected standard in a number of identifiable respects	2
Proposal meets the required standard in most material respects, but is lacking or inconsistent in others	3
Proposal meets the required standard in all material respects	4
Proposal exceeds the required standard and delivers added value	5

The highest scoring Tenderer for the **Presentation** will be awarded the full 10% available. The remaining Tenderers will be awarded a percentage score based on the following calculation.

$$\text{Maximum Available Presentation Score (20)} \times \frac{\text{Tenderer's Total Score out of 20}}{\text{Highest Score awarded out of 20}}$$

iv. **Combining Price, Quality & Presentation (Overall Score)**

The adjusted percentage scores for Quality/Price/Presentation will be added together to give an overall percentage score as below.

$$(\text{Price Score} \times 0.4) + (\text{Quality Score} \times 0.5) + (\text{Presentation Score} \times 0.1) = \text{Total score out of 100}$$

## 7.0 Terms of Appointment

7.1 The contract will be awarded on the basis of the most economically advantageous tender, and Tenders will be evaluated on the offer price and on the Tenderer's experience and capability.

7.2 Appointment will be on the basis of a **2 years + two one-year optional extension periods**. Where there is a conflict between the Terms & Conditions provided and this tender / the Tenderer's response, the ITT and response will take precedence.

7.3 The Association reserves the right to award a contract for all or any part of the work specified in this invitation to tender, or not to award a contract.

7.4 The Association may award a task or series of tasks to the awarded Partner, another Partner or retain the task and carry it out itself.

7.5 The Association does not guarantee any award of work or any minimum payment to the Partner under this Agreement.

7.6 The tenderer acknowledges and agrees that the Association shall have no liability whatsoever (whether under Term Partnering Agreement, statute, tort or otherwise) in respect of any consequential or indirect loss or any actual or expected loss of profit, loss of revenue, loss of goodwill or loss of opportunity in the event that the Association:

- 7.6.1 reduces or reallocates any amount of works awarded to the Partner; or
- 7.6.2 does not award any work to the Partner under this Agreement.

7.7 Payment terms are strictly 30 days from receipt of invoice. Invoices to be sent electronically and separately for each work stream quarterly.

## 8.0 Terms and Conditions

8.1 The successful Tenderer will be required to sign and abide by a contractual agreement, and will submit staged invoices and reports in the prescribed format at intervals determined by the Association. Payment terms are 30 days from receipt of invoice with payment by BACS.

8.2 Contract will include a dispute handling procedure:

8.2.1 In the unlikely event of any complaints or disputes throughout the agreement period these will be addressed immediately with the aim of a satisfactory outcome for both parties.

8.2.2 The Association reserves the right to terminate any agreement or contract with the awarded party by giving 3 months' notice.

8.3 Any variations to the fee due to fundamental changes in the nature of the project shall be by negotiation between the parties.

8.4 It is expected that the Contractor will maintain the following insurances at Contract award:

Employers Liability Insurance for a sum insured of not less than £5,000,000

Public Liability Insurance for a sum insured of not less than £2,000,000

The Tenderer will supply the Association with full particulars of such insurance to accompany their Tender submission.

8.5 Data Protection

(i) The appointed Partner will:-

1. Duly observe their obligations under the Data Protection Act 1998 and associated Regulations to ensure full compliance with the law relating to personal information.

2. In this clause references to Personal Data are to be interpreted as defined in the Data Protection Act 1998 ("DPA") and related case law. The Partner shall comply with all relevant provisions of the DPA and do nothing which causes, or may cause, The Association to be in breach of its obligations under the DPA. In particular, to the extent that the Partner acts as a Data Processor in respect of any Personal Data pursuant to this Agreement, the Partner shall only process such Personal Data as is necessary to enable it to fulfil its obligations under the contract and only in accordance with instructions from the Association. The parties hereby agree that the Association shall be the Data Controller in respect of such Personal Data.

3. From its introduction in May 2018, any reference to the DPA shall also refer to the General Data Protection Regulation (GDPR).

(ii) The Partner shall:

1. Implement technical and organisational measures in place to protect any personal data it is processing on The Association's behalf against any unauthorised or unlawful processing and against any accidental loss, destruction, damage, alteration or disclosure and undertakes to maintain such measures during the course of this Contract. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data which is to be protected.

2. Take all reasonable steps to ensure the reliability of its staff having access to any such Personal Data.

3. Monitor and maintain the integrity of all Personal Data in full accordance with the Data Protection Principles.
4. Obtain prior written consent from the Association in order to transfer the Personal Data to any sub-contractors or affiliates to fulfil their obligations under this Contract. This is subject to the confidentiality issues as set out in this document.
5. Ensure that all employees of the Partner who reasonably require access to the Personal Data are informed of the strict confidential nature of the Personal Data; and
6. Ensure that no employees of the Partner publish, disclose, or divulge (whether directly or indirectly) any of the Personal Data to any third party unless directed in writing to do so by The Association.
7. Notify The Association within 5 (five) working days if it receives any complaint, enquiry or request from any person whatsoever relating to The Association's obligations under the DPA.
8. At its sole cost, promptly to provide The Association with full cooperation and assistance in relation to any complaint, enquiry, or request made to the Partner which shall include, but shall not be limited to:
  - (i) Providing to The Association full and complete details of the complaint, enquiry or request;
  - (ii) Complying with a data access request and within the relevant timescales as set out in the Data Protection Legislation and in accordance with The Association's instructions;
  - (iii) Providing to the Association any and all Personal Data it is in possession of in relation to tenants/ residents and shall do so within the timescales required by The Association and notified to the Partner; and
  - (iv) Providing to The Association any and all relevant information requested by the Association.
9. Upon reasonable notice, allow the Association access to any premises owned or controlled by the Partner to enable the Association to inspect and audit its procedures and shall, upon the Association's request from time to time, prepare a report for the Association in respect of the technical and organisational measures it has in place to protect the Personal Data.
10. Warrant that it has submitted, pursuant to section 18(1) of the DPA, a notification to the Information Commissioner (as defined by the FOIA) and shall keep that notification correct, complete and up to date.
11. Not transfer any Personal Data (whether in whole or in part) to any country outside of the European Economic Area unless authorised in writing to do so by the Association and, where the Association authorises such transfer, the Partner shall fully comply with:
  - (i) The obligations of the Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the DPA by the provision of an adequate and appropriate level of protection in respect of any Personal Data which is transferred in accordance with this and;
  - (ii) Any reasonable instructions notified to the Partner by the Association.
12. Upon the termination of this Agreement for whatever reason, unless notified otherwise by the Association or required by the law, immediately cease any and all processing of the Personal Data on the Association's behalf, and destroy or provide to the Association with a copy of all such Personal Data on suitable media.
13. Upon receipt of any request from the Association to do so, promptly amend, transfer, or delete the Personal Data (whether in whole or in part). Upon deletion of the Association's data, the Partner will not be able to provide any reports or other benefits relating to any deleted data.
14. When required to collect any Personal Data on behalf of the Association, ensure that the Partner provides to the Data Subjects, from whom the Personal Data is collected, with a fair processing notice in a form to be agreed by the Partner.
15. Comply with all reasonable requests or directions by the Association to enable The Association to verify and / or procure that the Partner is in full compliance with its obligations under this contract.

## 9.0 Submitting your Tender Proposal

9.1 All tenderers are deemed to have made sufficient allowances for all proposed pricing requirements including contingencies where required. Contingencies or other like allowances are to be clearly indicated on the Tender submission.

9.2 The tenderer must acquaint and satisfy themselves with all conditions likely to affect the execution of any of the Services.

9.3 The Association will not be liable for any expenses incurred by the tenderer in the preparation of its Tender.

9.4 Tenderers shall note that generic method statements and those of a general nature which refer to information within company profiles, brochures or other promotional and/or marketing literature will not be acceptable. Respond in a concise manner, keeping to the areas asked.

9.5 The tenderer shall complete the Form of Tender in respect of this contract. Please do not amend the format of this form.

9.6 The tenderer shall comply with the Non-Collusion Statement in respect of this contract and date and sign the Statement accordingly. Please do not amend the format of this form.

**9.7 TENDERERS ARE TO SUBMIT THEIR RESPONSES BY EMAIL, to: [tenders@lfha.co.uk](mailto:tenders@lfha.co.uk) to be received before the close date and time.**

**9.8 The submission must be password protected, with the password emailed separately to the same address, but not until AFTER the tender close date and time to prevent early access to the tender submissions.**

9.9 Tenderers must ensure that they deliver their tenders on time.

9.10 Proposals must be received by 9am 22/03/21 by email to [tenders@lfha.co.uk](mailto:tenders@lfha.co.uk)

9.11 Failure to comply with these requirements may invalidate your tender.

## 10.0 Supporting Documentation Checklist

10.1 Please ensure that you check carefully and include with your response to this Tender:

- I. The Form of Tender
- II. Completed Pricing Matrix
- III. Response to Quality Questions
- IV. Signed Certificate of Non Collusion
- V. Your Terms & Conditions
- VI. Copies of Insurances (Section 7.4)
- VII. Soft copy of the entire tender

## 11.0 Quality Questions

Concise answers to be limited to two sides of A4 per question

### 11.1 Experience (Max Score 5)

- An overview of your experience collecting customer insight, including:
  - any experience of working with the social housing sector
  - any experience of working with other service providers
  - range of methods used to collect data
  - example of insight programme currently working on

### 11.2 Qualitative research (Weighting = 2. Max Score 5 x 2 = 10)

- Your experience conducting in-depth qualitative research, including:
  - an example of qualitative research that you have recently conducted
  - an overview of the methodology you used and why
  - how you presented the results
  - how you see the qualitative research provision working at Leeds Federated

### 11.3 Analysis and reporting (Max Score 5)

- How you will communicate results to staff, customers and Board, including:
  - how Leeds Federated's performance can be benchmarked against other service providers
  - how any service delivery issues identified during the process can be fed back promptly

### 11.4 Quality management (Max Score 5)

- Your overall approach to managing quality standards, including:
  - details of staff training
  - membership of professional bodies and accreditation
  - adherence to professional guidelines

### 11.5 Data protection and collection (Max Score 5)

- How you store and manage information to ensure compliance with Data Protection Regulations?
- How you would like Leeds Federated to provide customer data for the purpose of undertaking research (format and method)

**Maximum marks available for Quality = 30**



11.6 Included with the tender response you are asked to provide the following items. Please note that these are for information purposes only and will not be scored by the Association, although the references will be obtained to give assurance / confidence in the tender responses.

- (i) Company details: Company Background, services provided and location of base.
- (ii) Dates and details of last audit.
- (iii) Referees: minimum of 2 referees.
- (iv) Contact details for follow up communication regarding your tender

## 12.0 Presentation Stage

Following the evaluation of all Tenders received, up to three highest scoring Tenderers will be invited to provide a presentation to Leeds Federated, via a videoconference (Skype, Teams or Zoom). The presentation will consist of:

### 12.1 Presentation on

Example of how results will be presented to customers and staff  
(Max 20 mins) **(Weighting = 2. Max Score 5 x 2 = 10)**

12.2 Follow on questions to both presentation and clarifications on ITT submission.  
(Max 30 mins) **(Weighting = 2. Max Score 5 x 2 = 10)**

**Maximum marks available for Presentation = 20**

## 13.0 Pricing Matrix

June 2021 – June 2023			
Item		per annum (£)	**per quarter (£)
1	Quarterly telephone survey		
2	4 pieces of qualitative research	-	-
3	Analysis and reporting	-	-
	<b>TOTAL</b>	<b>£</b>	<b>£</b>

*\*\* In the event of the contract not being extended, payment will be made until the end of that quarter not per annum.*

## 14.0 Form of Tender

Leeds Federated Housing Association Ltd  
15th Floor, Pinnacle  
67 Albion Street  
Leeds  
LS1 5AA

### **TENDER FOR: Customer Insight 2021-23**

I / We understand that:

- (a) This Tender shall be returned in an envelope with the label provided attached to the front so as to reach this office not later than **9am 22/03/21**
- (b) The lowest or any Tender will not necessarily be accepted by Leeds Federated Housing Association Ltd, and no allowance or payment will be made for making any Tender.
- (c) We have examined and agree to the Tender, have submitted only one bid and agree to the contract terms.
- (d) We understand that it is our responsibility to ensure that the contract documents have been completed correctly.
- (e) The Tender Price must stand for period of 13 weeks from the date of submission of the Tender.

### **PRICE**

I/We, having read the Conditions of Contract and Specification delivered to me/us and having examined the information referred to therein, do hereby offer to execute and complete in accordance with the Conditions of Contract the whole of the Works described for the sum as identified in the enclosed Pricing Matrix.

I/We agree that should obvious errors in pricing or errors in arithmetic be discovered before acceptance of this offer in the priced Specification submitted by me/us, these errors will be corrected in accordance with Alternative 1 contained in Section 6 of the 'Code of Procedure for Single Stage Selective Tendering 1989'

Company Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Address of Tenderer: \_\_\_\_\_

\_\_\_\_\_

Telephone No: \_\_\_\_\_

Email Address: \_\_\_\_\_

## 15.0 Certificate of Non-Collusion

The essence of tendering is that Leeds Federated Housing Association Ltd shall receive bona fide competitive tenders from all organisations tendering. In recognition of this principle, I/we certify that this is a bona fide Tender, intended to be competitive, and that I/we have not fixed or adjusted the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. I/We also certify that I/we have not done and I/we undertake that I/we will not do at any time before the return date for this Tender any of the following acts:-

1. Communicate to a person other than the person calling for these tenders, the amount, or approximate amount of the proposed Tender;
2. Enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted;
3. Offer or pay or give or agree to pay or give any sum or money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the work any act or things of the sort described above.

In this certificate, the word 'person; includes any persons and any body or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.

### CONFLICT OF INTEREST STATEMENT

Leeds Federated Housing Association Ltd must ensure that it does not contravene Schedule 1, Part 1 of the Housing Act 1996, i.e. Leeds Federated Housing Association Ltd may not make a payment or grant a benefit to a Committee or Board Member, Officer or Employee of the Client save and except in certain specified circumstances. Leeds Federated Housing Association Ltd therefore requires Tenderers to answer the following questions:

1. Has any Director, Partner or Associate been an employee of Leeds Federated Housing Association Ltd within the last five years?

YES/NO (if yes please give details)

2. Please state if any Director, Partner or Associate has a relative(s) who is an employee of Leeds Federated Housing Association Ltd at a senior level or is a Board, Committee, or Panel Member of the Association.

YES/NO (if yes please give details)

3. Please state if any Directors, Partners or Associates of your firm have any involvement in other firms who provide or have provided services to Leeds Federated Housing Association Ltd.

YES/NO (if yes please give details)

1. Is any Director, Partner or Associate an existing tenant or leaseholder of Leeds Federated Housing Association Ltd?

YES/NO (if yes please give details)

**Note:** A relative is defined as a person's spouse, parent, grandparent, child, grandchild (including illegitimate children and grandchildren) brother and sister. Technically the term relative does not include any relationship that is not by blood, marriage, civil partnership or co-habitation; however, if considered close the same criteria should apply

Signature : \_\_\_\_\_

On Behalf of:  
(Full Name of Tenderer) \_\_\_\_\_

Address (In the case of a Limited Liability Company the registered office):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_