



## Pre-Tender Market Engagement

### Social Housing White Paper: baseline position survey of social housing residents ("SHWP residents survey")

**Authority:** Ministry for Housing, Communities and Local Government (MHCLG)  
("the Authority").

**Date Response required:** 5.00pm on Friday 17 September 2021

## 1 PURPOSE

- 1.1 This Pre-Tender Market Engagement (PTME) seeks information in preparation for the potential procurement of a Supplier (from herein referred to as a "**Potential Supplier**") to conduct a survey with a large sample of social housing residents. This will support us to establish a baseline position from which we can set targets and monitor the progress of the Social Housing White Paper programme. The purpose of this PTME is to:
  - 1.1.1 understand the capacity of the market to deliver to the set timetable and possible risks involved; and
  - 1.1.2 provide the market with an opportunity to ask questions, raise queries and any issues to be addressed at an early stage.
- 1.2 The Authority shall maintain commercial confidentiality of information received during the PTME.

## 2 INTRODUCTION

- 2.1 The [Social Housing White Paper](#) (SHWP) programme is an ambitious programme, seeking to drive long-lasting and transformational change across the social housing sector and improve the lives of social housing residents in England.
- 2.2 Extensive consultation with thousands of social residents revealed systemic problems in social housing. The package of measures set out in the Social Housing White Paper will ensure that:
  - landlords fulfil their responsibilities to provide decent, safe homes and neighbourhoods;
  - landlords are held accountable for the services they provide and treat their residents fairly - being respectful, transparent and open, engaging and listening, and dealing promptly and effectively with complaints; and
  - social housing residents feel respected and are able to make their voices heard and influence decisions which directly affect their experiences of social housing.

### 3 HIGH LEVEL OUTLINE PROJECT OUTCOMES REQUIRED

- 3.1 The SHWP residents survey will provide a baseline position against which to measure progress as the Social Housing White Paper programme is implemented. It will do this by asking questions about social housing residents' current experiences, related to the programme's intended outcomes. Examples of specific programme outcomes we may want to measure include:
- if residents feel their home is safe;
  - how residents feel landlords handle anti-social behaviour cases;
  - whether residents feel their landlord treats them with courtesy and respect.
- 3.2 The SHWP residents survey will need a sufficiently large sample size to enable us to capture statistically significant changes in future monitoring; and the sample should be representative of the social housing population in England, with sample 'boosts' to ensure the views of minority groups are captured. The SHWP residents survey should use a mixed methodology of an online survey and face-to-face or telephone interviews to ensure as wide coverage as possible (e.g. with social renters who are not online).
- 3.3 The data should be able to be broken down by different characteristics (for example, by landlord type, local authority, etc.).

### 4 OUTPUTS/DELIVERABLES

- 4.1 The Potential Supplier would initially be responsible for:
- setting up the survey, including identifying the appropriate sample size and a representative sample of the social housing population to take part in the survey; and designing the survey's methodology to ensure robust, meaningful data and that vulnerable residents are reached;
  - conducting the survey;
  - producing and delivering a dataset with the raw data from the SHWP residents survey;
  - producing and delivering a short technical report on technical aspects of the survey (e.g. sample design, response rates, survey mode etc.);
- 4.2 The Contract will include the option to be extended beyond its initial period – in which case the Potential Supplier would also be responsible for:
- analysing data from the SHWP residents survey and from that producing a final report;
  - producing an interactive dashboard with the SHWP residents survey data which would break down the results by characteristic (for example, landlord type) and can be easily updated with further data.

## 5 KEY DATES & TENDERING PROCESS

- 5.1 If it is decided this service is required, it is anticipated that a procurement may start in September/October 2021 with the contract to commence in November/December 2021. These indicative dates are for information purposes only. MHCLG reserve the right to amend these dates at any time, and Potential Suppliers rely on them entirely at their own risk.
- 5.2 The contract is expected to be for a period of four months, with the option to extend beyond March 2022 to conduct analysis and reporting.
- 5.3 The evaluation is likely to be commissioned through the Crown Commercial Service (CCS) Dynamic Purchasing System (DPS) - RM6018 Research Market Place.
- 5.4 Suppliers are able to apply to join the DPS at any time. During application to join the DPS, suppliers indicate which services they may be able to provide under the DPS.
- 5.5 Please note that new suppliers are able to register with the DPS via the following link and that this process can take around 2 weeks:  
<https://supplierregistration.cabinetoffice.gov.uk/dps#research>
- 5.6 If you have any questions about the DPS and would like to contact a member of the CCS team please use the links provided on the website above.

## 6 RESPONSE

- 6.1 Please respond by email to [SHWPPMO@communities.gov.uk](mailto:SHWPPMO@communities.gov.uk) with the following by 5.00pm on Friday 17 September 2021 (the “Response Deadline”).

- Q1 Would you be interested in bidding for this project?
- Q2 Is this project deliverable in the timeframe proposed?
- Q3 Is there anything the Authority could clarify to help improve a future bid?
- Q4 What, if anything, has the Authority missed or overlooked in setting out their requirement?
- Q5 What would the indicative cost be of:
  - i) Setting up and conducting the SHWP residents survey; delivering a data set from the SHWP residents survey; and delivering a technical report on the SHWP residents survey (as set out in paragraph 4.1);
  - ii) Producing a final report and interactive dashboard with the data collected from the SHWP residents survey (as set out in paragraph 4.2).
- Q6 Would you like to input into developing the survey questions?
- Q7 Which Social Value Themes, Policy Outcomes and Criteria would you deem to be proportionate and appropriate to the requirements of the SHWP residents survey? ([Social value quick reference guide](#))
- Q8 In your opinion, what is the level of risk of modern slavery in your supply chain? Can modern slavery risks be managed / mitigated within the service?

## 7 QUESTIONS AND CLARIFICATIONS

- 7.1 Potential Suppliers may raise questions or seek clarification regarding any aspect of this PTME document at any time prior to the Response Deadline. Questions must be submitted by email to [SHWPPMO@communities.gov.uk](mailto:SHWPPMO@communities.gov.uk) only.
- 7.2 To ensure that all Potential Suppliers have equal access to information regarding this PTME exercise, responses to questions raised by Potential Suppliers will be published in a “Questions and Answers” document, which will also be circulated by email, with updates appearing at regular intervals (approximately two to three working days).
- 7.3 Responses to questions will not identify the originator of the question.
- 7.4 If a Potential Supplier wishes to ask a question or seek clarification without the question and answer being revealed, then the Potential Supplier must state this in their email and provide its justification for withholding the question and any response. If the Authority does not consider that there is sufficient justification for withholding the question and the corresponding response, the Potential Supplier will be invited to decide whether:
  - 7.4.1 the question/clarification and the response should in fact be published; or
  - 7.4.2 it wishes to withdraw the question/clarification.

## 8 GENERAL CONDITIONS

- 8.1 This PTME will help the Authority to refine the requirements and to understand the potential level of interest in the delivering requirements. It will also aid Potential Supplier’s understanding of the requirements in advance of any formal competitive tender exercise.
- 8.2 The Authority reserves the right to change any information contained within this PTME at any time, and Potential Suppliers rely upon it entirely at their own risk.
- 8.3 The Authority reserves the right not to proceed with a competitive tender exercise after this PTME or to award any contract.
- 8.4 Any and all costs associated with the production of such a response to this PTME must be borne by the Potential Supplier.
- 8.5 No down-selection of Potential Suppliers will take place as a consequence of any responses or interactions relating to this PTME.
- 8.6 The Authority expects that all responses to this PTME will be provided by Potential Suppliers in good faith to the best of their ability in the light of information available at the time of their response.
- 8.7 No information provided by a Potential Supplier in response to this PTME will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Supplier, in any subsequent formal procurement process.