

**United Kingdom-Weston-super-Mare: Research services**  
**OJ S 9/2016 14/01/2016**  
**Contract notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Knightstone Housing Association Limited

Postal address: Weston Gateway Business Park

Town: Weston-super-Mare

Postal code: BS24 7JP

Country: United Kingdom

Contact person: Electronic documents can be obtained from, and all correspondence to be directed to, the Knightstone Supplier Portal at <https://in-tendhost.co.uk/knightstone>

E-mail: [Laura.Rychlewski@knightstone.co.uk](mailto:Laura.Rychlewski@knightstone.co.uk)

**Internet address(es):**

General address of the contracting authority: [www.knightstone.co.uk](http://www.knightstone.co.uk)

Address of the buyer profile: <https://in-tendhost.co.uk/knightstone>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

Housing and community amenities

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: The framework agreements to be put in place allow for other organisations to call-off under the agreements. See additional information in Section VI.3) for further details

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title attributed to the contract by the contracting authority**

Customer Research Services.

**II.1.2. Type of contract and place of performance or delivery**

Services

Service category No 10: Market research and public opinion polling services

NUTS code UKG West Midlands (England),UKK South West (England),UKF East Midlands (England),UKH East of England,UKJ South East (England),UKE Yorkshire and the Humber, UKI London,UKC North East (England),UKD North West (England),UKL Wales

### **II.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

### **II.1.4. Information about framework agreement**

Framework agreement with several operators

Maximum number envisaged maximum number of participants to the framework agreement  
: 3

#### **Duration of the framework agreement**

Duration in years: 4

#### **Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT: 5 000 000 GBP

### **II.1.5. Short description of the contract or purchase(s)**

Framework Agreements for Customer Research Services:

This procurement is being conducted by Knightstone Housing Association, which is the contracting authority. Knightstone Housing Association ('Knightstone') wish to select consultants to carry out customer research services.

The framework agreements to be put in place allows for the following organisations to call-off under the agreement:

(i) Other members of Knightstone Housing Group;

(ii) Any provider of social housing registered under Section 111 of the Housing and Regeneration Act 2008. See the HCA list of registered providers <https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

(iii) Any Welsh social landlord registered under Section 3 of the Housing Act 1996. See Welsh Government list of registered social landlords <http://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>

(iv) A local housing authority within the meaning of Section 1 of the Housing Act 1985; and any arms length management organisation ('ALMO') which is a wholly owned subsidiary of a local housing authority.

The services are being procured over 2 Lots, with different call-off mechanisms for each of the 2 Lots.

For Lot 1 call-offs will be via the cascade method as described in the invitation to tender. We expect the majority of Knightstone's requirements to be sourced through this framework agreement.

For Lot 2, call-offs will be by mini competition.

The same 3 consultants will be appointed to both lots.

The anticipated volume of purchases of services by Knightstone is 300 000 GBP over the period of the framework agreements, but this is an estimate and none of it is guaranteed. We anticipate that the majority of these services will be purchased through the framework agreement for Lot 1.

We have allowed for up to 2 500 000 GBP to be sourced through each Lot, but the actual volumes will depend on the level of take-up from Clients other than Knightstone.

This procurement is being conducted using the open procedure under Regulation 27 of the Public Contracts Regulations 2015 ('the Regulations'). This ITT is available to all economic operators who express an interest in this opportunity. Any interested economic operator may submit a tender in response to the contract notice. The right is reserved not to proceed or not to award enter into any Framework agreement for the whole or any part of the proposed

procurement. Neither Knightstone nor any person on whose behalf of whom this procurement is undertaken is to be liable for any costs incurred by any person or organisation expressing an interest or tendering for this framework agreement.

The closing deadline for the receipt of Tenders is 9:00 on Friday, 19.2.2016.

Tenders must be submitted via the Knightstone supplier portal as per the instructions in the Invitation to Tender.

Important information: This tender is being conducted through the Knightstone Supplier Portal and all documentation is only available via this portal for which the URL is: <https://in-tendhost.co.uk/knightstone>

Suppliers wishing to take part in this tender are invited to express an interest upon which you will be given access to the full tender documentation through the Supplier Portal.

Tender submissions must be made via this Supplier Portal. All documents should be uploaded via the Portal. Be sure to press the Red button Submit Return and you will then receive a receipt.

Please allow sufficient time to submit your return as late returns are Not permitted.

If you have any problems accessing the documents or any other questions, then please send a message using the correspondence function on the Supplier Portal.

#### **II.1.6. CPV code(s)**

73110000 Research services, 73210000 Research consultancy services, 79315000 Social research services, 73300000 Design and execution of research and development, 79310000 Market research services

#### **II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

#### **II.1.8. Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

#### **II.1.9. Information about variants**

Variants will be accepted: no

### **II.2. Scope of the procurement**

#### **II.2.1. Total quantity or scope**

The services are being procured over 2 Lots, with different call-off mechanisms for each of the 2 Lots.

For Lot 1 call-offs will be via the cascade method as described in the invitation to tender. We expect the majority of Knightstone's requirements to be sourced through this framework agreement.

For Lot 2, call-offs will be by mini competition.

The same 3 consultants will be appointed to both lots.

The anticipated volume of purchases of services by Knightstone is 300 000 GBP over the period of the framework agreements, but this is an estimate and none of it is guaranteed. We anticipate that the majority of these services will be purchased through the framework agreement for Lot 1.

We have allowed for up to 2 500 000 GBP to be sourced through each Lot, but the actual volumes will depend on the level of take-up from Clients other than Knightstone.

#### **II.2.2. Information about options**

#### **II.2.3. Information about renewals**

## **II.3. Duration of the contract or time limit for completion**

Information about lots

Lot No: 1

Lot title: Customer Research Services — call-off via cascade method

### **1) Short description**

All organisations referenced in the Contract Notice may call-off contracts using the cascade method.

### **2) CPV code(s)**

73110000 Research services, 73210000 Research consultancy services, 79315000 Social research services, 73300000 Design and execution of research and development, 79310000 Market research services

### **3) Quantity or scope**

Estimated value excluding VAT: 2 500 000 GBP

### **4) Indication about different time frame or duration**

### **5) Additional information about lots**

Lot No: 2

Lot title: Customer Research Services — Call-off via mini-competition

### **1) Short description**

All organisation referenced in the Contract Notice may call-off contracts from this Lot using the mini-competition procedure.

### **2) CPV code(s)**

73110000 Research services, 73210000 Research consultancy services, 79315000 Social research services, 73300000 Design and execution of research and development, 79310000 Market research services

### **3) Quantity or scope**

Estimated value excluding VAT: 2 500 000 GBP

### **4) Indication about different time frame or duration**

### **5) Additional information about lots**

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

The specific requirements are set out in the tender documentation and may include a parent company guarantee if required by Knightstone.

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Payments will be made in arrears within 30 days of invoice for completed services in accordance with the contract documentation.

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

No specific legal form is required. However, if a consortium submits a tender, Knightstone may require the consortium to form a legal entity before entering into a contractual requirement. Joint and several liability of all consortium members may be required (and/or guarantees and /or undertakings by some or all of the consortium members).

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: For more information on Knightstone's specific requirements, please refer to the Framework documents.

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Organisations will be required to complete the Evaluation Questionnaire, which includes minimum selection questions. This can be completed via Knightstone's Supplier Portal. The minimum selection requirements are set out in the Invitation to Tender (ITT).

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: Organisations will be required to complete the Evaluation Questionnaire, which includes minimum selection questions. This can be completed via Knightstone's Supplier Portal. The minimum selection requirements are set out in the Invitation to Tender (ITT).

Minimum level(s) of standards possibly required: The minimum selection requirements are set out in the Invitation to Tender which can be downloaded from Knightstone's Supplier Portal.

#### **III.2.3. Technical and professional ability**

List and brief description of conditions:

Organisations will be required to complete the Evaluation Questionnaire, which includes minimum selection questions. This can be completed via Knightstone's Supplier Portal. The minimum selection requirements are set out in the Invitation to Tender (ITT).

Minimum level(s) of standards possibly required:

The minimum selection requirements are set out in the Invitation to Tender which can be downloaded from Knightstone's Supplier Portal.

#### **III.2.4. Information about reserved contracts**

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Open

**IV.1.2. Information about the limits on the number of candidates to be invited**

**IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

**IV.2. Award criteria**

**IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

**IV.2.2. Information about electronic auction**

An electronic auction will be used: no

**IV.3. Administrative information**

**IV.3.1. File reference number attributed by the contracting authority**

**IV.3.2. Previous publication concerning this procedure**

no

**IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

**IV.3.4. Time limit for receipt of tenders or requests to participate**

11.2.2016

**IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**

English.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8. Conditions for opening of tenders**

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

**VI.3. Additional information**

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#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: The Contracting Authority will incorporate a minimum 10 calendar day standstill period at the point that information on the award of the Frameworks is communicated to tenderers. If an appeal regarding the award of the frameworks has not been successfully resolved, the Public Contracts Regulations provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rule to take action in the High Court (England, Wales and Northern Ireland). Any such action must be started within 30 days beginning with the date when the aggrieved party first knew or ought to have known grounds for starting the proceedings had arisen. The Court may extend the time limit for starting proceedings where the Court considers that there is a good reason for doing so but not so as to permit proceedings to be started more than 3 months after that date. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order the contracting authority to amend any document and may award damages. If the contract has not been entered into the Court may only award damages or, where the contract award procedures have not been followed correctly, declare the contract to be ineffective.

**VI.4.3. Service from which information about the review procedure may be obtained**

**VI.5. Date of dispatch of this notice**

13.1.2016