

**United Kingdom-Glasgow: Research services**

**OJ S 143/2014 29/07/2014**

**Contract notice**

**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: The Wheatley Housing Group

Postal address: 25 Cochrane Street

Town: Glasgow

Postal code: G1 1HL

Country: United Kingdom

For the attention of: June Baxter

E-mail: [june.baxter@wheatley-group.com](mailto:june.baxter@wheatley-group.com)

**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: Any subsidiary of the contracting authority, the Wheatley Housing Group Limited  
Wheatley House 25 Cochrane Street G1 1HL Glasgow United Kingdom

Postal address: Any subsidiary of the contracting authority, the Wheatley Housing Group  
Limited Wheatley House 25 Cochrane Street G1 1HL Glasgow United Kingdom

Town: Any subsidiary of the contracting authority, the W

Country: United Kingdom

**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**

Group Customer Research Programme.

**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 UKM Scotland

**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

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

Duration in months: 24

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

Estimated value excluding VAT: 3 000 000 GBP

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

Research services. Research consultancy services. Market research services. Research and development consultancy services. Housing services. Customer survey services. Customer satisfaction survey. The Wheatley Housing Group has a demand for group customer research & survey services and now intends to put in place a Research Framework Agreement. This will ensure that suitable suppliers are in place to provide research services across the Group to an increasingly diverse current and prospective customer base. The Framework will support Group strategy & direction, service & product development, continuous improvement and help to influence stakeholders for the benefit of our customers and communities. The Framework will be divided into five Lots.

The principal site or location of works is the area contained within the city of Glasgow (NUTS Code UKM34).

Other likely locations for projects are East Lothian and Midlothian (NUTS Code UKM23), Edinburgh (NUTS Code UKM25), Falkirk (NUTS Code UKM26), West Lothian (NUTS Code UKM28) and West Dunbartonshire (NUTS Code UKM31). By exception projects may be located anywhere out with these areas here defined but within the boundary of mainland Scotland.

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

73110000 Research services, 73210000 Research consultancy services, 79310000 Market research services, 73200000 Research and development consultancy services, 70333000 Housing services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

#### **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**

Estimated value excluding VAT: 3 000 000 GBP

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

Options: no

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

This contract is subject to renewal: no

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

Duration in months: 24 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Charter & Performance

#### 1) Short description

This Lot includes gathering comprehensive survey information from our tenants and factored owners in relation to our performance as a major housing provider. This is then submitted to our funders and the Scottish Housing Regulator — this will be awarded to a single supplier.

#### 2) CPV code(s)

73110000 Research services, 73210000 Research consultancy services, 79310000 Market research services, 73200000 Research and development consultancy services, 70333000 Housing services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

#### 3) Quantity or scope

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

#### 5) Additional information about lots

Lot No: 2

Lot title: Customer Groups and Diversity

#### 1) Short description

This Lot will allow us to use research to explore and understand the views, experiences and needs of distinct groups of customers, for example young people, LGBT groups and single parents – to be awarded to a panel of suppliers.

#### 2) CPV code(s)

73110000 Research services, 73210000 Research consultancy services, 79310000 Market research services, 73200000 Research and development consultancy services, 70333000 Housing services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

#### 3) Quantity or scope

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

#### 5) Additional information about lots

Lot No: 3

Lot title: Partnerships and Influence

#### 1) Short description

This Lot will use Wheatley's size & scale to influence policy at national & international levels. We will undertake research in partnership with others, benefiting from the joint experience, networks and resource this brings – to be awarded to a panel of suppliers.

#### 2) CPV code(s)

73110000 Research services, 73210000 Research consultancy services, 79310000 Market research services, 73200000 Research and development consultancy services, 70333000 Housing services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

- 3) **Quantity or scope**
- 4) **Indication about different time frame or duration**
- 5) **Additional information about lots**

Lot No: 4

Lot title: Existing and Prospective Customers

**1) Short description**

This Lot requires well positioned social and market research which will focus on our existing and prospective customers, allowing us to predict what our next moves should be in order to make the best decisions for our customers – to be awarded to a panel of suppliers.

**2) CPV code(s)**

73110000 Research services, 73210000 Research consultancy services, 79310000 Market research services, 73200000 Research and development consultancy services, 70333000 Housing services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

**3) Quantity or scope**

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

**5) Additional information about lots**

Lot No: 5

Lot title: Omnibus / Multi-Client Surveys

**1) Short description**

This Lot will allow the Wheatley Group to purchase space in Scottish and UK omnibus, multi-client, and panel surveys including, but not restricted to, those focused on particular customer groups (for example young people) or communities of interest (for example LGBT). – to be awarded to a panel of suppliers.

**2) CPV code(s)**

73110000 Research services, 73210000 Research consultancy services, 79310000 Market research services, 73200000 Research and development consultancy services, 70333000 Housing services, 79342310 Customer survey services, 79342311 Customer satisfaction survey

**3) Quantity or scope**

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

**5) Additional information about lots**

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

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

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

Details will be set out in the contract documents.

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

Details will be set out in the contract documents.

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

Details will be set out in the contract documents.

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

The performance of the contract is subject to particular conditions: no

## **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: The Authority will apply all the offences listed in Article 45(1) of Directive 2004/18/EC (implemented as Regulation 23(1) of the Public Contract Regulations (PCR) 2006 in the UK) and all of the professional misconducts listed at Article 45 (2) of Directive 2004/18/EC (see also Regulation 23(2) in the PCR 2006) to the decision of whether a Candidate is eligible to be invited to tender.

A full list of the Regulation 23(1) and 23(2) criteria are at <http://www.delta-esourcing.com/delta/project/reasonsForExclusion.html#pcr>

Candidates will be required to answer these questions as part of the qualification process. For candidates who are registered overseas, you will need to declare if you have any offences /misconduct under your own countries laws, where these laws are equivalent to the Regulation 23 lists.

Candidates who have been convicted of any of the offences under Article 45(1) are ineligible and will not be selected to bid, unless there are overriding requirements in the general interest for doing so.

Candidates who are guilty of any of the offences, circumstances or misconduct under Article 45 (2) may be excluded from being selected to bid at the discretion of the Authority.

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

List and brief description of conditions: (a) Appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance.

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

List and brief description of conditions:

Details will be set out in the pre-qualification questionnaire which will be provided to applicants who submit a request to participate.

Minimum level(s) of standards possibly required:

Technical capacity will be assessed by reference to responses to a series of questions set out in the pre-qualification questionnaire. Responses will be scored out of 100 and an applicant whose submission scores less than 60 marks will not be included in the list of contractors to be invited to tender. Details will be set out in the pre qualification questionnaire which will be provided to applicants who submit a request to participate.

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

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

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

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

## **Section IV: Procedure**

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

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

Restricted

##### **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**

#### **IV.3. Administrative information**

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

C523

##### **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**

3.9.2014 - 12:00

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

15.9.2014

##### **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**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be

based solely on the criteria set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=107378102>

GO Reference: GO-2014725-PRO-5842989

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

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

Official name: See VI.4.2 below

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

Precise information on deadline(s) for review procedures: Precise information on deadline(s) for lodging appeals: The contracting authority will incorporate a minimum of a 10 calendar day standstill period once the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting authority before the contract is entered into. Applicants can make a written request for de-brief information and this information must be provided within 15 days of this written request being received. Such additional information should be requested from the address in 1.1. If an appeal regarding the award of contract has not been successfully resolved, The Public Contracts (Scotland) Regulations 2012 (SSI 2012/88) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the Sheriff Court or Court of Session. Any such action must be brought promptly (generally within 30 days).

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

Official name: See VI.4.2 above

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

25.7.2014