

United Kingdom-Middlesbrough: Survey services
OJ S 162/2020 21/08/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Thirteen Housing Group Ltd
Postal address: 2 Hudson Quay, Windward Way
Town: Middlesbrough
NUTS code: UKC North East (England)
Postal code: TS2 1QG
Country: United Kingdom
Contact person: Sara Vasey
E-mail: sara.vasey@thirteengroup.co.uk
Telephone: +44 3001111000

Internet address(es):

Main address: <https://in-tendhost.co.uk/thirteengroup/asp/Home>
Address of the buyer profile: <https://www.thirteengroup.co.uk/>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Employee engagement software
Reference number: THIR/TEN/19/759

II.1.2. Main CPV code

79311000 Survey services

II.1.3. Type of contract

Services

II.1.4. Short description

Thirteen Housing Group (THG) require a service supplier to provide a cloud based platform upon which its (approx) 1 600 employees voices can be captured. This platform will include:

- the ability to undertake major (whole organisational survey(s)) or minor (targeted campaigns to specific employee groups) as necessary;
- the utilisation of an extensive question bank with ability to create bespoke questions based upon the needs of Thirteen and what it is wanting to ascertain linked to employee experience;

- a reporting dashboard that includes sentiment analysis and heatmaps that can be used to compare feedback and identify areas of best practise/improvement;
- in addition THG require the same service supplier to be both proficient and experienced in the area of employee engagement and people science, enabling Thirteen to bring its aspired employee experience to reality.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 325 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

79311000 Survey services, 79311300 Survey analysis services

II.2.3. Place of performance

NUTS code: UKC North East (England)

Main site or place of performance:

II.2.4. Description of the procurement

1.1) Thirteen Housing Group (THG) require a service supplier to provide a cloud based platform upon which its (approx) 1 600 employees voices can be captured. This platform will include:

- the ability to undertake major (whole organisational survey(s)) or minor (targeted campaigns to specific employee groups) as necessary;
- the utilisation of an extensive question bank with ability to create bespoke questions based upon the needs of Thirteen and what it is wanting to ascertain linked to employee experience;
- a reporting dashboard that includes sentiment analysis and heatmaps that can be used to compare feedback and identify areas of best practise/improvement;
- the ability to capture and compare the employer net promoter scoring (eNPS) and data exporting;
- ability to connect with all employees including those with limited access to technology through paper surveys/SMS/possible apps;
- specific ICT requirements.

1.2) In addition THG require the same service supplier to be both proficient and experienced in the area of employee engagement and people science, enabling Thirteen to bring its aspired employee experience to reality. As such THG will require expertise around the following:

- a fit for purpose employee engagement and question strategy;
- the development of in-house skills through bespoke training and workshops where required;
- action and impact planning;
- results analysis and feedback sessions as appropriate;
- completing advanced statistical analysis to provide insights into statistical trends including identifying factors that predict key people outcomes;
- mapping and connecting our existing data with that collected through surveys in order to compare all business intelligence to identify potential trends and provide targeted actions to respond to or leverage the insights gained, etc.

II.2.5. Award criteria

Quality criterion - Name: Quality including social value / Weighting: 80

Cost criterion - Name: Price / Weighting: 20

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 078-185494](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: THIR/TEN/19/759

Title:

Employee Engagement Software

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/06/2020

V.2.2. Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Hive HR Ltd

Town: Newcastle
NUTS code: UKC22 Tyneside
Country: United Kingdom
The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 325 000,00 GBP

Total value of the contract/lot: 262 752,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Thirteen Housing Group Ltd
Postal address: 2 Hudson Quay, Windward Way
Town: Middlesbrough
Postal code: TS2 1QG
Country: United Kingdom
Internet address: <https://www.thirteengroup.co.uk>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Thirteen Housing Group Ltd
Postal address: 2 Hudson Quay, Windward Way
Town: Middlesbrough
Postal code: TS2 1QG
Country: United Kingdom
E-mail: sara.vasey@thirteengroup.co.uk
Telephone: +44 3001111000
Internet address: <https://in-tendhost.co.uk/thirteengroup/asp/Home>

VI.5. Date of dispatch of this notice

17/08/2020