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Tender

## **Customer Survey Research Services Framework**

Hyde Housing Association Ltd

F02: Contract notice

Notice identifier: 2023/S 000-003205

Procurement identifier (OCID): ocds-h6vhtk-03a236

Published 1 February 2023, 11:26pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Hyde Housing Association Ltd

30 Park Street

London

SE1 9EQ

#### **Contact**

Sanja Topalovic

#### **Email**

[Sanja.Topalovic@hyde-housing.co.uk](mailto:Sanja.Topalovic@hyde-housing.co.uk)

#### **Telephone**

+44 2070892690

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

IP18195R

**Internet address(es)**

Main address

<https://www.hyde-housing.co.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/119413>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[https://uk.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=59748&B=HYDE-HOUSING](https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=59748&B=HYDE-HOUSING)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlentrance\\_s.asp?PID=59748&B=HYDE-HOUSING](https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=59748&B=HYDE-HOUSING)

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Customer Survey Research Services Framework

Reference number

Customer Survey Research Service

#### **II.1.2) Main CPV code**

- 79311000 - Survey services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consists of two lots; Lot 1: Provider of telephone survey services and Lot 2: Provider of SMS / Email / IVR survey services.

#### **II.1.5) Estimated total value**

Value excluding VAT: £10,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

### **II.2.1) Title**

Customer Survey Research Services Framework

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 79311100 - Survey design services
- 79311200 - Survey conduction services
- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consists of two lots; Lot 1: Provider of telephone survey services and Lot 2: Provider of SMS / Email / IVR survey services.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £10,000,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

48

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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**

The Framework Value of £10,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

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## **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**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 20

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

3 March 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 3 July 2023

#### **IV.2.7) Conditions for opening of tenders**

Date

3 March 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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

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

Royal Courts of Justice

The Strand, London, WC2A 2LL, United Kingdom

London

WC2A 2LL

Telephone

+44 2079477772

Country

United Kingdom