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Tender

JHG - The Provision of Customer Satisfaction Surveys

Jigsaw Homes Group

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004080

Procurement identifier (OCID): ocds-h6vhtk-060811

Published 16 January 2026, 4:44pm

Scope

Reference

JHG/Custsatsurvey/2026

Description

Jigsaw Homes Group Limited is inviting tenders to undertake, collate and analyse customer satisfaction surveys for the entirety of its stock areas.

We invite tenders for the options set out below. The options are supported by relevant appendices to understand the requirements for each option. In any submission, you should clearly indicate which option your tender submission is for.

OPTION A

Transactional customer satisfaction surveys.

OPTION B

The Regulator of Social Housing's (RSH) Tenant Satisfaction Measures (perception

survey).

OPTION C

Transactional customer satisfaction surveys and the Regulator of Social Housing's (RSH) Tenant Satisfaction Measures (perception survey).

1.2 Scope of Work/Procurement Objectives

Jigsaw aims to appoint a supplier to provide transactional and/or perception customer satisfaction surveys function.

We want to work collaboratively to ensure:

- Customers can provide feedback quickly and easily in their preferred communication method.
- The Group is able to:
 - obtain a sufficient sample to support validation.
 - utilise data to support organisational priorities and key performance indicators.
 - utilise data insights from customer satisfaction feedback including linking to demographics data.

Total value (estimated)

- £96,000 excluding VAT
- £115,200 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2030

- 4 years

Description of possible extension:

Based on monitored KPI performance

Main procurement category

Services

CPV classifications

- 79342311 - Customer satisfaction survey

Contract locations

- UKF - East Midlands (England)
- UKD - North West (England)

Participation

Conditions of participation

Have experience in carrying out Customer Satisfaction Surveys.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

7 February 2026, 12:00pm

Tender submission deadline

14 February 2026, 12:00pm

Submission address and any special instructions

https://www.mytenders.co.uk/Authority/Authority_NoticeStatus.aspx?id=236402

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Tender Pricing Document	Tender Pricing Document	Price	50.00%
Quality Questionnaire	Quality Questionnaire	Quality	50.00%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

https://www.mytenders.co.uk/Authority/NoticeBuilder/NoticeBuilder_FileDownload.aspx?id=629301

Customer Satisfaction Survey Tender Documents

Contracting authority

Jigsaw Homes Group

- Public Procurement Organisation Number: PXLV-8768-BRQX

Cavendish 249

Ashton-under-Lyne

OL6 7AT

United Kingdom

Contact name: Jason Pears

Telephone: 07718783904

Email: Jason.Pears@jigsawhomes.org.uk

Website: <https://www.jigsawhomes.org.uk>

Region: UKD35 - Greater Manchester South East

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)