

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004184-2025>

Tender

Provision of Customer Research Partner

Plus Dane Housing Limited

F02: Contract notice

Notice identifier: 2025/S 000-004184

Procurement identifier (OCID): ocds-h6vhtk-04dccc

Published 7 February 2025, 2:05pm

The closing date and time has been changed to:

13 March 2025, 9:00am

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Plus Dane Housing Limited

Atlantic Pavilion, Salthouse Quay, Royal Albert Dock

Liverpool

L3 4AE

Contact

Daniel Walls

Email

daniel.walls@plusdane.co.uk

Telephone

+44 8001692988

Country

United Kingdom

Region code

UKD - North West (England)

Internet address(es)

Main address

<https://www.plusdane.co.uk/>

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Liverpool:-Customer-survey-services./EK57EEYZGZ>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-Liverpool:-Customer-survey-services./EK57EEYZGZ>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Customer Research Partner

Reference number

PDT-25-11

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Plus Dane Housing are procuring a customer research service split into two lots as follows:

Lot 1 - Customer Research Partner, delivering customer perception surveys

Lot 2 - Transaction Satisfaction Survey Platform, delivering transactional feedback

Suppliers are invited to tender for either or both lots

II.1.5) Estimated total value

Value excluding VAT: £220,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

1 & 2

II.2) Description

II.2.1) Title

Customer Research (Perception Surveys)

Lot No

1

II.2.2) Additional CPV code(s)

- 79342310 - Customer survey services
- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Service to deliver customer perception surveys in compliance with the Consumer regulations set by the Regulator of Social Housing

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: £130,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract to be re-procured upon expiry

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

To respond to this opportunity please click here: <https://plusdane.delta-sourcing.com/respond/EK57EEYZGZ>

Access Code: EK57EEYZGZ

Contract period is an initial period of 3 years, first year ending 31/03/2026 and optional extensions of up to a further 24 months

II.2) Description

II.2.1) Title

Transaction Satisfaction Survey Platform

Lot No

2

II.2.2) Additional CPV code(s)

- 79342310 - Customer survey services

- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

Main site or place of performance

NORTH WEST (ENGLAND)

II.2.4) Description of the procurement

Service of a platform to allow for ad-hoc transactional surveys to measure customer experience

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: £90,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Contract to be re-procured upon expiry

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

To respond to this opportunity please click here: <https://plusdane.delta-esourcing.com/respond/EK57EEYZGZ>

Access Code: EK57EEYZGZ

Contract period is an initial period of 3 years, first year ending 31/03/2026 and optional extensions of up to a further 24 months

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

Originally published as:

Date

10 March 2025

Local time

12:00pm

Changed to:

Date

13 March 2025

Local time

9:00am

See the [change notice](#).

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

10 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 2028 - 2030

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://plusdane.delta-esourcing.com/tenders/UK-UK-Liverpool:-Customer-survey-services./EK57EEYZGZ>

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GO Reference: GO-202527-PRO-29343865

VI.4) Procedures for review

VI.4.1) Review body

High Court England and Wales

London

Country

United Kingdom