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Tender

Customer Survey Services

Home Group

F02: Contract notice

Notice identifier: 2022/S 000-004931

Procurement identifier (OCID): ocds-h6vhtk-0319df

Published 22 February 2022, 10:23am

Section I: Contracting authority

I.1) Name and addresses

Home Group

2 Gosforth Park Way, Gosforth

Newcastle upon Tyne

NE12 8ET

Contact

Ms Jenny Cooper

Email

jenny.cooper@homegroup.org.uk

Telephone

+44 0

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.homegroup.org.uk/Pages/default.aspx>

Buyer's address

<http://www.homegroup.org.uk/Pages/default.aspx>

I.3) Communication

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

www.housingprocurement.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.housingprocurement.com

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

Customer Survey Services

Reference number

DN595403

II.1.2) Main CPV code

- 79342311 - Customer satisfaction survey

II.1.3) Type of contract

Services

II.1.4) Short description

This contract is for customer survey telephone and postal Services to support Home Groups customer feedback programme. A regular schedule of daily, weekly and monthly surveys with ad-hoc surveys for which reasonable notice of volumes and timings will be provided by us. Further details of our requirements can be found on www.housingprocurement.com

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79311210 - Telephone survey services
- 79342310 - Customer survey services
- 79311200 - Survey conduction services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This contract is for customer survey telephone and postal Services to support Home Groups customer feedback programme. A regular schedule of daily, weekly and monthly surveys with ad-hoc surveys for which reasonable notice of volumes and timings will be provided by us. Further details of our requirements can be found on www.housingprocurement.com

II.2.5) Award criteria

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

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

Duration in months

24

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: Yes

Description of options

1 extension of 2 years

II.2.13) Information about European Union Funds

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

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: Yes

IV.2) Administrative information

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

Date

28 March 2022

Local time

10:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

28 March 2022

Local time

10:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The High Court of England and Wales

London

WC2A 2LL

Country

United Kingdom