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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](mailto: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](http://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](http://www.housingprocurement.com)

**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 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](http://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](http://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

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## **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