This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/004931-2022">https://www.find-tender.service.gov.uk/Notice/004931-2022</a>

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 <a href="https://www.housingprocurement.com">www.housingprocurement.com</a>

### 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

Nο

### 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**