

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005821-2024>

Tender

Tenant Satisfaction Surveys

Midland Heart

F02: Contract notice

Notice identifier: 2024/S 000-005821

Procurement identifier (OCID): ocds-h6vhtk-043c30

Published 22 February 2024, 2:47pm

Section I: Contracting authority

I.1) Name and addresses

Midland Heart

20 Bath Row

Birmingham

B15 1LZ

Contact

Alex Lawrence

Email

alex.lawrence@midlandheart.org.uk

Telephone

+44 7926065667

Country

United Kingdom

NUTS code

UKG - West Midlands (England)

National registration number

IP30069R

Internet address(es)

Main address

www.midlandheart.org.uk

I.3) Communication

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

<https://in-tendhost.co.uk/midlandheart.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/midlandheart.aspx/Home>

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

Tenant Satisfaction Surveys

Reference number

MH 0091

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Midland Heart is pleased to invite Contractors to tender for the Tenant Satisfaction Survey Services Contract. The objective of Midland Heart's tenant satisfaction measurement programme is to gather critical tenant satisfaction insight data from tenants on a regular basis. The programme is a tracker style programme related to tenants who have recently experienced Midland Heart's core services. The feedback data collected is integral in shaping services for the future and ensuring Midland Heart is continually striving to increase tenant satisfaction performance. Due to the current economic climate, where resources are limited and the ever-changing operational environment of the housing sector, consumer regulations and TSM's, there is a much greater emphasis across Midland Heart to collect reliable, robust, and insightful tenant satisfaction data to measure the performance of services and contractors across Midland Heart's core functions. The successful contractor will be required

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79311000 - Survey services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

Midland Heart is pleased to invite Contractors to tender for the Tenant Satisfaction Survey Services Contract.

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

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

(MICE) - Market research society or equivalent is required as a minimum.

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: Yes

IV.2) Administrative information

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

Date

25 March 2024

Local time

5:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

26 March 2024

Local time

12:00pm

Place

Bath Row, Birmingham

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Cabinet Office

70 Whitehall

Westminster

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

100 St Pauls Church Yard

London

EC4M 8BU

Country

United Kingdom