

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006829-2023>

Tender

## **Customer Insight**

Nottingham Community Housing Association

F02: Contract notice

Notice identifier: 2023/S 000-006829

Procurement identifier (OCID): ocds-h6vhtk-03b0bb

Published 8 March 2023, 5:30pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Nottingham Community Housing Association

12-14 Pelham Rd, Sherwood Rise,

Nottingham

NG5 1AP

#### **Email**

[procurement@ncha.org.uk](mailto:procurement@ncha.org.uk)

#### **Telephone**

+44 7773663381

#### **Country**

United Kingdom

#### **NUTS code**

UKF - East Midlands (England)

**Internet address(es)**

Main address

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

Buyer's address

<https://www.ncha.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/ncha.aspx/Home>

Additional information can be obtained from the above-mentioned address

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**

Customer Insight

Reference number

NCHA-P-0042

#### **II.1.2) Main CPV code**

- 79342310 - Customer survey services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Nottingham Community Housing Association (NCHA) is seeking tenders from suitably experienced and qualified entities (the 'Tenderer') for inclusion on a contract for the delivery of customer insight.

#### **II.1.5) Estimated total value**

Value excluding VAT: £275,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

#### **II.2.3) Place of performance**

NUTS codes

- UKF - East Midlands (England)

#### **II.2.4) Description of the procurement**

Services to provide customer surveys and analysis

#### **II.2.5) Award criteria**

Cost criterion - Name: Value / Weighting: 60

#### **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

New procurement may be needed after 5 years

#### **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.1.2) Economic and financial standing**

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

14 April 2023

Local time

12:00pm

#### **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: 3 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

14 April 2023

Local time

12:00pm

Place

On In-Tend Portal

---

## **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**

NCHA Procurement

Nottingham

Country

United Kingdom