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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

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