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Contract

## **Tenant Satisfaction Measures and Customer Satisfaction Surveys**

Believe Housing Limited

F03: Contract award notice

Notice identifier: 2025/S 000-010128

Procurement identifier (OCID): ocds-h6vhtk-04b165

Published 19 March 2025, 12:53pm

### **Section I: Contracting authority**

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

Believe Housing Limited

Spectrum 4, Spectrum Business Park, Seaham, County Durham,

Seaham

SR7 7TT

#### **Contact**

Naomi Noble

#### **Email**

[procurement@believehousing.co.uk](mailto:procurement@believehousing.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKC14 - Durham CC

**Internet address(es)**

Main address

<https://www.believehousing.co.uk>

**I.4) Type of the contracting authority**

Other type

Housing Association

**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**

Tenant Satisfaction Measures and Customer Satisfaction Surveys

Reference number

believe-2024 299

**II.1.2) Main CPV code**

- 79310000 - Market research services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Believe Housing seeks to appoint a contractor to undertake Tenant Satisfaction Measures and Customer Satisfaction Surveys

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £290,000

**II.2) Description**

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

- 79310000 - Market research services

**II.2.3) Place of performance**

NUTS codes

- UKC14 - Durham CC

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

Tenant Satisfaction Measures and Customer Satisfaction Surveys

**II.2.5) Award criteria**

Price

**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

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## **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.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-034676](#)

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## **Section V. Award of contract**

### **Contract No**

TSM and Transactional Surveys Services

### **Title**

TSM and Transactional Surveys Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 January 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 9

Number of tenders received from SMEs: 8

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 9

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Acuity Research and Practice Limited

35 Mount Pleasant, Bishops Tawton, Devon,

Devon

EX32 0AQ

Country

United Kingdom

NUTS code

- UKK4 - Devon

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £300,000

Total value of the contract/lot: £290,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Believe Housing Limited

Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

Email

[procurement@believehousing.co.uk](mailto:procurement@believehousing.co.uk)

Country

United Kingdom