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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

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

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

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](#)

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

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

Country

United Kingdom