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Contract

Customer Survey Research Services Framework

Hyde Housing Association Ltd

F03: Contract award notice

Notice identifier: 2023/S 000-010536

Procurement identifier (OCID): ocds-h6vhtk-03a236

Published 12 April 2023, 3:54pm

Section I: Contracting authority

I.1) Name and addresses

Hyde Housing Association Ltd

30 Park Street

London

SE1 9EQ

Contact

Sanja Topalovic

Email

Sanja.Topalovic@hyde-housing.co.uk

Telephone

+44 2070892690

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

IP18195R

Internet address(es)

Main address

<https://www.hyde-housing.co.uk>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/119413>

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 Survey Research Services Framework

Reference number

Customer Survey Research Service

II.1.2) Main CPV code

- 79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

This opportunity has closed and is a Contract Award Notice Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consist of two lots; Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services and Lot 2: Real time survey services (SMS / Email / IVR).

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £10,000,000

II.2) Description

II.2.1) Title

Computer-Assisted Telephone Interviewing (CATI) survey services

Lot No

1

II.2.2) Additional CPV code(s)

- 79311100 - Survey design services
- 79311200 - Survey conduction services
- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consist of two lots; Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services and Lot 2: Real time survey services (SMS / Email / IVR).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70%

Price - Weighting: 30%

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

II.2.14) Additional information

The Framework Value of £10,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

II.2) Description

II.2.1) Title

Real time survey services (SMS / Email / IVR)

Lot No

2

II.2.2) Additional CPV code(s)

- 79311100 - Survey design services
- 79311200 - Survey conduction services

- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consist of two lots; Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services and Lot 2: Real time survey services (SMS / Email / IVR).

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Quality criterion - Name: Quality / Weighting: 70%

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Options: No

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The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

The Framework Value of £10,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-003205](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 April 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

In-house Research Ltd

Unit 5 Coped Hall Business Park

Royal Wootton Bassett

SN4 8DP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03537670

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Kwest Research Limited

2nd Floor, The Towers Building Towers Business Park, 856 Wilmslow Road, Didsbury

Manchester

M20 2SL

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2400940

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Watermelon Research Limited

PO BOX 70693 10a Greencoat Place

London

SW1P 9ZP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

07917715

The contractor is an SME

Yes

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

Total value of the contract/lot: £10,000,000

Section V. Award of contract

Contract No

2

Lot No

2

Title

Lot 2: Real time survey services (SMS / Email / IVR)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 April 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

In-house Research Ltd

Unit 5 Coped Hall Business Park

Royal Wootton Bassett

SN4 8DP

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

3537670

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Watermelon Research Limited

PO BOX 70693 10a Greencoat Place

London

SW1P 9ZP

Country

United Kingdom

NUTS code

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National registration number

07917715

The contractor is an SME

Yes

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

Total value of the contract/lot: £10,000,000

Section VI. Complementary information

VI.3) Additional information

Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improvingservices/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand, London, WC2A 2LL, United Kingdom

London

WC2A 2LL

Telephone

+44 2079477772

Country

United Kingdom