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Contract

Customer Insight

Nottingham Community Housing Association

F03: Contract award notice

Notice identifier: 2023/S 000-014295

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

Published 19 May 2023, 10:42am

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.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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £275,000

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.2.11) 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: [2023/S 000-006829](#)

Section V. Award of contract

Title

Customer Insight

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 May 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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: 1

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

V.2.3) Name and address of the contractor

Smoke Customer Intelligence

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £275,000

Total value of the contract/lot: £249,875.9

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NCHA Procurement

Nottingham

Country

United Kingdom