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Planning

Customer Insight Tool

Together Housing Association Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014984

Procurement identifier (OCID): ocds-h6vhtk-050291

Published 14 April 2025, 2:25pm

Scope

Description

Together Housing Association Ltd (THA) are seeking to engage with suppliers in connection with services associated with the collection of customer insights which effectively capture customer satisfaction for services involving single or multiple transactions.

Customer interactions are categorised into workflows, more details on the workflow can be found in the 'Expression of Interest (EOI) Questionnaire'

At this stage, THA are keen to understand the current and upcoming solutions available in the market, as well as getting to know the supplier services, capabilities and experience in public sector tendering processes.

To help inform THA, there is an EOI Questionnaire available for completion and return to THA by 16th May 2025. Suppliers wishing to view and complete the questionnaires should email 'thg.procurement@togetherhousing.co.uk' expressing their interest in this market engagement exercise.

Please review the relevant questionnaires for more information

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2030
- 4 years

Main procurement category

Services

CPV classifications

- 79300000 - Market and economic research; polling and statistics

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London

- UKJ - South East (England)
- UKK - South West (England)

Engagement

Engagement deadline

16 May 2025

Engagement process description

At this stage, THA are seeking responses to our engagement questionnaire. Suppliers should email 'thg.procurement@togetherhousing.co.uk' expressing their interest in this market engagement process in order to receive a copy of the questionnaires for completion.

The deadline date for submission of questionnaire responses is 16th May 2025. Completed questionnaires should be submitted to 'thg.procurement@togetherhousing.co.uk'.

THA may conduct meetings following the receipt of questionnaire responses and may also host market engagement sessions, such as webinars or supplier days.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

30 January 2026

Contracting authority

Together Housing Association Limited

- Charity Commission (England and Wales): 28687R
- Public Procurement Organisation Number: PQJG-5434-MPPM

Bull Green House

Halifax

HX1 2EB

United Kingdom

Email: thg.procurement@togetherhousing.co.uk

Region: UKE44 - Calderdale and Kirklees

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)