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Tender

Provision of Customer Insight/Feedback Tool

Together Housing Association Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-017322

Procurement identifier (OCID): ocds-h6vhtk-050291 ([view related notices](#))

Published 26 February 2026, 1:27pm

Scope

Reference

THG/P/00142

Description

Together Housing is seeking a product and service solution to measure customer satisfaction on a transactional basis. The customer insight/feedback tool is to be used by multiple workstreams to gather customer feedback after a particular contact or service. Our current system is used to review feedback, respond to customer alerts (low scores), and manage teams.

Together Housing are seeking a solution which improves upon Together's current system by providing feedback mechanisms for both simple and complex interactions and for services affecting multiple residents.

Together Housing and the communication and customer experience team are procuring a customer insight tool via an Open Tender under the Procurement Act 2023. The contract will commence on 1st September 2026.

Together Housing Association Limited (THA) intend to enter into an Agreement with one organisation for a Contract Term of two years (24 months), with the possibility of two (2) twelve (12) month extension periods, subject to satisfactory performance and adherence to the terms of the agreement. Therefore, the maximum contract term will be four (4) years including extension periods.

Total value (estimated)

- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2028
- Possible extension to 31 August 2030
- 4 years

Description of possible extension:

Two x 12 Months Optional Extension Periods.

Main procurement category

Services

CPV classifications

- 79342310 - Customer survey services
- 79300000 - Market and economic research; polling and statistics

- 79342311 - Customer satisfaction survey

Submission

Enquiry deadline

13 March 2026, 5:00pm

Tender submission deadline

27 March 2026, 5:00pm

Submission address and any special instructions

Tender submissions are to be submitted electronically at <https://in-tendhost.co.uk/together-housing.aspx/Home>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

5 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 25 February 2030

Award criteria

Name	Type	Weighting
Quality Questionnaire	Quality	70%
Pricing	Price	25%
Social Value Question	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://in-tendhost.co.uk/together-housing.aspx/Home>

To view all tender documents associated with this procurements please register as a supplier to the In-tend procurement portal using the above web address and express an interest in the project.

Contracting authority

Together Housing Association Limited

- Charity Commission (England and Wales): 28687R

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)