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Contract

Tenant Satisfaction Surveys

Midland Heart

F03: Contract award notice

Notice identifier: 2024/S 000-017540

Procurement identifier (OCID): ocds-h6vhtk-043c30

Published 6 June 2024, 9:41am

Section I: Contracting authority

I.1) Name and addresses

Midland Heart

20 Bath Row

Birmingham

B15 1LZ

Contact

Alex Lawrence

Email

alex.lawrence@midlandheart.org.uk

Telephone

+44 7926065667

Country

United Kingdom

NUTS code

UKG - West Midlands (England)

National registration number

IP30069R

Internet address(es)

Main address

www.midlandheart.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

Tenant Satisfaction Surveys

Reference number

MH 0091

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Midland Heart is pleased to invite Contractors to tender for the Tenant Satisfaction Survey Services Contract. The objective of Midland Heart's tenant satisfaction measurement programme is to gather critical tenant satisfaction insight data from tenants on a regular basis. The programme is a tracker style programme related to tenants who have recently experienced Midland Heart's core services. The feedback data collected is integral in shaping services for the future and ensuring Midland Heart is continually striving to increase tenant satisfaction performance. Due to the current economic climate, where resources are limited and the ever-changing operational environment of the housing sector, consumer regulations and TSM's, there is a much greater emphasis across Midland Heart to collect reliable, robust, and insightful tenant satisfaction data to measure the performance of services and contractors across Midland Heart's core functions.

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: £120,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79311000 - Survey services

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

II.2.4) Description of the procurement

Midland Heart is pleased to invite Contractors to tender for the Tenant Satisfaction Survey Services Contract.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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 000-005821](#)

Section V. Award of contract

Contract No

MH509

Title

Tenant Satisfaction Surveys

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 June 2024

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 0

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: 4

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

V.2.3) Name and address of the contractor

MEL Research

Somerset House, 37 Temple Street

Birmingham

B2 5DP

Country

United Kingdom

NUTS code

- UKG - West Midlands (England)

National registration number

03000946

Internet address

www.melresearch.co.uk

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £500,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cabinet Office

70 Whitehall

Westminster

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

100 St Pauls Church Yard

London

EC4M 8BU

Country

United Kingdom