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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: <u>2024/S 000-005821</u>

## 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