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Contract

## **Provision of Customer Research Partner**

Plus Dane Housing Limited

F03: Contract award notice

Notice identifier: 2025/S 000-022247

Procurement identifier (OCID): ocds-h6vhtk-04dccc

Published 16 May 2025, 2:05pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Plus Dane Housing Limited

Atlantic Pavilion, Salthouse Quay, Royal Albert Dock

Liverpool

L3 4AE

#### **Contact**

Daniel Walls

#### **Email**

[daniel.walls@plusdane.co.uk](mailto:daniel.walls@plusdane.co.uk)

#### **Telephone**

+44 7393142744

#### **Country**

United Kingdom

**Region code**

UKD - North West (England)

**Internet address(es)**

Main address

<https://www.plusdane.co.uk/>

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Provision of Customer Research Partner

Reference number

PDT-25-11

**II.1.2) Main CPV code**

- 79342310 - Customer survey services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Plus Dane Housing are procuring a customer research service split into two lots as follows:

Lot 1 - Customer Research Partner, delivering customer perception surveys

Lot 2 - Transaction Satisfaction Survey Platform, delivering transactional feedback

Suppliers are invited to tender for either or both lots

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

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

Value excluding VAT: £220,000

### **II.2) Description**

#### **II.2.1) Title**

Customer Research (Perception Surveys)

Lot No

1

#### **II.2.2) Additional CPV code(s)**

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

#### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

Main site or place of performance

NORTH WEST (ENGLAND)

#### **II.2.4) Description of the procurement**

Service to deliver customer perception surveys in compliance with the Consumer regulations set by the Regulator of Social Housing

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Cost criterion - Name: Cost / 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

### **II.2.14) Additional information**

To respond to this opportunity please click here: <https://plusdane.delta-esourcing.com/respond/EK57EEYZGZ>

Access Code: EK57EEYZGZ

Contract period is an initial period of 3 years, first year ending 31/03/2026 and optional extensions of up to a further 24 months

## **II.2) Description**

### **II.2.1) Title**

Transaction Satisfaction Survey Platform

Lot No

2

### **II.2.2) Additional CPV code(s)**

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

### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

Main site or place of performance

NORTH WEST (ENGLAND)

#### **II.2.4) Description of the procurement**

Service of a platform to allow for ad-hoc transactional surveys to measure customer experience

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60%

Cost criterion - Name: Cost / 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

#### **II.2.14) Additional information**

To respond to this opportunity please click here: <https://plusdane.delta-sourcing.com/respond/EK57EEYZGZ>

Access Code: EK57EEYZGZ

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## **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-004184](#)

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## **Section V. Award of contract**

### **Lot No**

1

### **Title**

Customer Research (Perception Surveys)

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

12 May 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 5

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

#### **V.2.3) Name and address of the contractor**

Acuity Research & Practice Ltd

35 Mount Pleasant, Bishops Tawton, Barnstaple

Devon

EX32 0AQ

Country

United Kingdom

NUTS code

- UKD - North West (England)

National registration number

03503391

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: £130,000

Total value of the contract/lot: £130,000

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## **Section V. Award of contract**

### **Lot No**

2

### **Title**

Transactional Satisfaction Survey Platform

A contract/lot is awarded: No

### **V.1) Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

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## **Section VI. Complementary information**

### **VI.3) Additional information**

To view this notice, please click here:

<https://plusdane.delta-esourcing.com/delta/viewNotice.html?noticeId=950426472> GO

Reference: GO-2025516-PRO-30598986

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court England and Wales

London

Country

United Kingdom