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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): ocids-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

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

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

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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](#)

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

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

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