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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

#### **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: <a href="https://plusdane.delta-esourcing.com/respond/EK57EEYZGZ">https://plusdane.delta-esourcing.com/respond/EK57EEYZGZ</a>

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: <a href="https://plusdane.delta-esourcing.com/respond/EK57EEYZGZ">https://plusdane.delta-esourcing.com/respond/EK57EEYZGZ</a>

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

### 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: <u>2025/S 000-004184</u>

### 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**