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Tender

## **Tenant Satisfaction Measures and Customer Satisfaction Surveys**

Believe Housing Limited

F02: Contract notice

Notice identifier: 2024/S 000-034676

Procurement identifier (OCID): ocds-h6vhtk-04b165

Published 25 October 2024, 1:46pm

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

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

Believe Housing Limited

Spectrum 4, Spectrum Business Park, Seaham, County Durham,

Seaham

SR7 7TT

#### **Contact**

Naomi Noble

#### **Email**

[procurement@believehousing.co.uk](mailto:procurement@believehousing.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKC14 - Durham CC

**Internet address(es)**

Main address

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

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/believehousing/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/believehousing/asp/Home>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Other type

Housing Association

**I.5) Main activity**

Housing and community amenities

## **Section II: Object**

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

#### **II.1.1) Title**

Tenant Satisfaction Measures and Customer Satisfaction Surveys

Reference number

believe-2024 299

#### **II.1.2) Main CPV code**

- 79310000 - Market research services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Believe Housing seeks to appoint a contractor to undertake Tenant Satisfaction Measures and Customer Satisfaction Surveys

#### **II.1.5) Estimated total value**

Value excluding VAT: £300,000

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

This contract is divided into lots: No

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

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

- 79310000 - Market research services

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

NUTS codes

- UKC14 - Durham CC

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

Tenant Satisfaction Measures and Customer Satisfaction Surveys

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6) Estimated value**

Value excluding VAT: £300,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 April 2025

End date

31 March 2027

This contract is subject to renewal

Yes

Description of renewals

Option to extend the contract for up to a further 12 months on three occasions

**II.2.10) Information about variants**

Variants will be accepted: No

**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.2.2) Time limit for receipt of tenders or requests to participate**

Date

25 November 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

25 November 2024

Local time

12:00pm

Place

Tenders will be opened electronically

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

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

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

Believe Housing Limited

Spectrum 4, Spectrum Business Park

Seaham

SR7 7TT

Email

[procurement@believehousing.co.uk](mailto:procurement@believehousing.co.uk)

Country

United Kingdom