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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

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.aspx/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.aspx/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

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

Country

United Kingdom