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Award

00534-CS – Transactional Customer Feedback

Stonewater Ltd

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060089

Procurement identifier (OCID): ocds-h6vhtk-0564b9 ([view related notices](#))

Published 26 September 2025, 11:47am

Scope

Reference

00534-CS

Description

Stonewater is seeking to procure a journey-led, transactional customer feedback solution. The programme will enable real-time insight across key service areas, support continuous improvement, and empower colleagues to act swiftly on customer feedback.

Programme Objectives

- Capture real-time feedback across a wide range of customer journeys
- Improve service delivery and reduce customer effort
- Enable a robust loop-closing process to resolve issues quickly
- Provide actionable insight through AI-driven analysis and dashboards

- Support a flexible, scalable model that evolves with organisational needs.

Scope of Services

The programme will initially cover the following customer journeys/transactions:

- Responsive repairs (raising and completion)
- Cyclical checks (completion)
- Planned capital investment/maintenance/retrofit (completion)
- Grounds maintenance (completion)
- Complaints (raising and completion)
- ASB (raising, mid-journey and completion)
- Disruptive behaviour (raising, mid-journey and completion)
- Customer service centre contact (post-contact)
- Lettings & marketing - new lets and relets (application, sign-up and move-in)
- Shared ownership sales (appointment/visit, reservation and move-in)
- Mutual exchange (application, sign-up and move-in)
- Tenancy termination (completion)
- Housing operations (raising and completion).

Certain customer journeys will require feedback collection at multiple stages (as specified above), such as an initial survey after a repair request is raised, followed by a separate survey upon completion of the repair. The pricing model should reflect this multi-touchpoint approach, as well as support a scalable framework that can adapt to varying volumes and journey complexities.

Additionally, the solution should accommodate the future inclusion of new feedback channels, including digital engagement touchpoints such as website interactions, portal sign-up and portal use/pop-ups.

To view this notice, please click [here](#):

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=982919696>

Contract 1. Transactional Customer Feedback

Supplier

- IN-HOUSE RESEARCH LIMITED

Contract value

- £240,000 excluding VAT
- £288,000 including VAT

Above the relevant threshold

Award decision date

26 September 2025

Date assessment summaries were sent to tenderers

26 September 2025

Standstill period

- End: 7 October 2025

- 8 working days

Earliest date the contract will be signed

7 November 2025

Contract dates (estimated)

- 9 November 2025 to 31 October 2027
- Possible extension to 31 October 2029
- 3 years, 11 months, 22 days

Description of possible extension:

2 x 12 month extensions

Main procurement category

Services

CPV classifications

- 79311000 - Survey services
- 79311100 - Survey design services
- 79311200 - Survey conduction services
- 79311210 - Telephone survey services
- 79311300 - Survey analysis services

- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKH - East of England
- UKK - South West (England)
- UKJ - South East (England)
- UKC - North East (England)
- UKD - North West (England)

Information about tenders

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

IN-HOUSE RESEARCH LIMITED

- Companies House: 03537670

Unit 5 Coped Hall Business Park

Swindon

SN4 8DP

United Kingdom

Email: info@inhouse.uk.net

Region: UKK15 - Wiltshire CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Transactional Customer Feedback

Contracting authority

Stonewater Ltd

- Public Procurement Organisation Number: PVMT-4274-HPBN

Suite C Lancaster House, Grange Business Park

Leicester

LE8 6EP

United Kingdom

Contact name: Donna Monro

Telephone: 07741703695

Email: donna.monro@stonewater.org

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)