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Contract

## Customer Feedback Platform

Chelmer Housing Partnership Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060806

Procurement identifier (OCID): ocds-h6vhtk-05a4bf

Published 30 September 2025, 11:34am

## Scope

## Description

[Reputation.com](#) is our current provider of a Customer Feedback Platform, This platform enables us to survey our customers on our services to see how satisfied they are and review their feedback to make continuous improvement on our processes, along with showing that we are listening to them.

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## Contract 1

## Supplier

- Reputation.com

### **Contract value**

- £41,666 excluding VAT
- £50,000 including VAT

Below the relevant threshold

### **Date signed**

7 March 2025

### **Contract dates**

- 9 December 2025 to 8 December 2026
- 1 year

### **Main procurement category**

Goods

### **CPV classifications**

- 48510000 - Communication software package

### **Contract locations**

- UKH3 - Essex

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## Procedure

### Procedure type

Below threshold - without competition

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## Supplier

[Reputation.com](https://www.reputation.com/)

Fourth Floor St James House

Cheltenham

GL50 3PR

United Kingdom

Email: [ncapper@reputation.com](mailto:ncapper@reputation.com)

Website: <https://reputation.com/>

Region: UKK13 - Gloucestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

## **Contracting authority**

### **Chelmer Housing Partnership Limited**

- Mutuals Public Register: 8112
- Public Procurement Organisation Number: PCMV-1277-LCTG

Myriad House, 33 Springfield Lyons Approach

Chelmsford

CM2 5LB

United Kingdom

Email: [procurement@chp.org.uk](mailto:procurement@chp.org.uk)

Region: UKH36 - Heart of Essex

Organisation type: Public authority - sub-central government