

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/083027-2025>

Tender

TSM and Customer Feedback Surveying Services

Connexus Homes Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083027

Procurement identifier (OCID): ocds-h6vhtk-05f607

Published 15 December 2025, 4:05pm

Scope

Description

Connexus requires a qualified provider to design, deliver, and report on Tenant Satisfaction Measure (TSM) perception surveys in full compliance with the Regulator of Social Housing's guidelines. Other satisfaction surveys will also be required such as new tenant surveys (up to 500 p.a.) and other service area feedback surveys, such as ASB, new kitchen/bathroom installations, and/or others as required. These are not expected to exceed 1,000 combined surveys p.a. (excluding TSMs).

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Craven-Arms:-Survey-services./P56N679C39>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/P56N679C39>

Total value (estimated)

- £144,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 1 April 2030
- 4 years, 1 day

Description of possible extension:

The contract will run for an initial period of two years with the option to extend for a further two years based on satisfactory annual performance reviews.

Main procurement category

Services

CPV classifications

- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79311210 - Telephone survey services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

Contract locations

- UKG - West Midlands (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

9 January 2026, 5:00pm

Tender submission deadline

16 January 2026, 3:00pm

Submission address and any special instructions

To respond to this opportunity, please click here: <https://www.delta-esourcing.com/respond/P56N679C39>

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Price	Price	Price	40%
Quality Written Submission	Quality	Quality	30%
Quality Presentation	Quality	Quality	30%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Connexus Homes Limited

- Public Procurement Organisation Number: PZTX-9645-HPZJ

The Gateway, The Auction Yard

Craven Arms

SY7 9BW

United Kingdom

Contact name: Jayne Stringer

Telephone: 03332313233

Email: procurement@connexus-group.co.uk

Region: UKG22 - Shropshire CC

Organisation type: Public authority - sub-central government