

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:558542-2018:TEXT:EN:HTML>

**United Kingdom-London: Survey services  
2018/S 244-558542**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

Official name: Hyde Housing Association  
Postal address: 30 Park Street, null  
Town: London  
NUTS code: UK  
Postal code: SE1 9EQ  
Country: United Kingdom  
E-mail: [procurementhelpdesk@hyde-housing.co.uk](mailto:procurementhelpdesk@hyde-housing.co.uk)  
Telephone: +44 2032072574

**Internet address(es):**

Main address: <https://www.hyde-housing.co.uk/>

**I.2) Information about joint procurement**

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.delta-esourcing.com/tenders/UK-UK-London:-Survey-services./NSAC785Q9U>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <http://www.delta-esourcing.com/tenders/UK-title/NSAC785Q9U>  
Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5) Main activity**

Housing and community amenities

**Section II: Object**

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

**II.1.1) Title:**

Customer Surveying Services

**II.1.2) Main CPV code**

79311000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

Hyde is looking to procure survey solution(s) that enable us to collect, view and analyse customer feedback.  
Areas of interest for to be surveyed include:

- general perception (e.g. overall satisfaction, net promotor score),
- satisfaction with key services/customer touchpoints (e.g. feedback following a property repair / maintenance, complaint, new letting, anti-social behaviour case handling).

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

The Contracting Authority may choose to award the lots individually or as a combined Lot based on the responses received.

II.2) **Description**

II.2.1) **Title:**

Telephone Survey Services

Lot No: 1

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

79311200

79311210

79311300

79342310

79342311

79311100

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

United Kingdom.

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

Hyde is seeking a provider of live telephone survey services (CATI).

Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improvingervices/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

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: 5 000 000.00 GBP

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

Duration in months: 48

This contract is subject to renewal: no

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

To respond to this opportunity please click here: <https://hyde.delta-esourcing.com/respond/NSAC785Q9U>

II.2) **Description**

II.2.1) **Title:**

Real-Time Survey Services

Lot No: 2

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

79311100

79311200

79311300

79342310

79342311

II.2.3) **Place of performance**

NUTS code: UK

Main site or place of performance:

United Kingdom.

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

Hyde is seeking a provider of 'real time' survey services (e.g. SMS/Email/IVR).

Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improvingservices/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

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Value excluding VAT: 5 000 000.00 GBP

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

Duration in months: 48

This contract is subject to renewal: no

- II.2.10) **Information about variants**  
Variants will be accepted: no
- II.2.11) **Information about options**  
Options: no
- II.2.12) **Information about electronic catalogues**
- II.2.13) **Information about European Union funds**  
The procurement is related to a project and/or programme financed by European Union funds: no
- II.2.14) **Additional information**

**Section III: Legal, economic, financial and technical information**

- III.1) **Conditions for participation**
  - III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**
  - III.1.2) **Economic and financial standing**  
Selection criteria as stated in the procurement documents
  - III.1.3) **Technical and professional ability**  
Selection criteria as stated in the procurement documents
  - III.1.5) **Information about reserved contracts**
- III.2) **Conditions related to the contract**
  - III.2.1) **Information about a particular profession**
  - III.2.2) **Contract performance conditions:**
  - III.2.3) **Information about staff responsible for the performance of the contract**

**Section IV: Procedure**

- IV.1) **Description**
  - IV.1.1) **Type of procedure**  
Open procedure
  - IV.1.3) **Information about a framework agreement or a dynamic purchasing system**  
The procurement involves the establishment of a framework agreement  
Framework agreement with several operators
  - IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**
  - IV.1.6) **Information about electronic auction**
  - IV.1.8) **Information about the Government Procurement Agreement (GPA)**  
The procurement is covered by the Government Procurement Agreement: no
- IV.2) **Administrative information**
  - IV.2.1) **Previous publication concerning this procedure**
  - IV.2.2) **Time limit for receipt of tenders or requests to participate**  
Date: 18/01/2019  
Local time: 13:00
  - IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**
  - IV.2.4) **Languages in which tenders or requests to participate may be submitted:**  
English

IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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

Date: 18/01/2019

Local time: 13:00

**Section VI: Complementary information**

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) **Additional information:**

The Contracting Authority considers that this contract may be suitable for economic operators that are Small or Medium Enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

Hyde wishes to establish a Framework Agreement for use by the following UK public sector bodies (and any future successors to these organisations):

A full list of potential contracting authorities can be found here under the most recent file:

<https://www.ons.gov.uk/economy/nationalaccounts/uksectoraccounts/datasets/publicsectorclassificationguide>

The following public bodies may also use the Framework Agreement:

<http://www.wales.com/study/universities-wales>

<http://gov.wales/topics/improvingservices/devolution-democracy-delivery/register-of-public-bodies/?lang=en>

<https://www.executiveoffice-ni.gov.uk/publications/public-bodies-and-public-appointments-annual-report-201415>

<http://www.gov.scot/Topics/Government/public-bodies/about/Bodies>

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

<https://hyde.delta-esourcing.com/tenders/UK-UK-London:-Survey-services./NSAC785Q9U>

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<https://hyde.delta-esourcing.com/respond/NSAC785Q9U>

GO Reference: GO-20181214-PRO-13731459

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Royal Courts of Justice

Postal address: The Strand, null

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

VI.5) **Date of dispatch of this notice:**

14/12/2018