

Contract award notice

Results of the procurement procedure

Section I: Contracting authority

I.1) Name and addresses

Hyde Housing Association Ltd
IP18195R
30 Park Street
London
SE1 9EQ
UK
Contact person: Sanja Topalovic
Telephone: +44 2070892690
E-mail: Sanja.Topalovic@hyde-housing.co.uk
NUTS code: UK - UNITED KINGDOM
Internet address(es):
Main address: <https://www.hyde-housing.co.uk>
Address of the buyer profile: <https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/119413>

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 Survey Research Services Framework
Reference number: Customer Survey Research Service

II.1.2) Main CPV code

79311000 - Survey services

II.1.3) Type of contract

Services

II.1.4) Short description

This opportunity has closed and is a Contract Award Notice Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consists of two lots; Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services and Lot 2: Real time survey services (SMS / Email / IVR).

II.1.6) Information about lots

This contract is divided into lots: yes

II.1.7) Total value of the procurement

Value excluding VAT: 10000000.00 GBP

II.2) Description

II.2.1) **Title**

Computer-Assisted Telephone Interviewing (CATI) survey services
Lot No: 1

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

79311100 - Survey design services
79311200 - Survey conduction services
79311210 - Telephone survey services
79311300 - Survey analysis services
79342310 - Customer survey services
79342311 - Customer satisfaction survey

II.2.3) **Place of performance**

NUTS code: UK - UNITED KINGDOM

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

Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consists of two lots; Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services and Lot 2: Real time survey services (SMS / Email / IVR).

II.2.5) **Award criteria**

Criteria below
Quality criterion - Name: Quality / Weighting: 70%
Price - Weighting: 30%

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

II.2.14) **Additional information**

The Framework Value of £10,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

II.2) **Description**

II.2.1) **Title**

Real time survey services (SMS / Email / IVR)
Lot No: 2

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

79311100 - Survey design services
79311200 - Survey conduction services
79311210 - Telephone survey services
79311300 - Survey analysis services
79342310 - Customer survey services
79342311 - Customer satisfaction survey

II.2.3) **Place of performance**

NUTS code: UK - UNITED KINGDOM

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

Hyde's intention in respect of this invitation to tender is to procure a customer survey research services provider to meet the company's listed requirements. The Framework will consists of two lots; Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services and Lot 2: Real time survey services (SMS / Email / IVR).

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II.2.14) **Additional information**

The Framework Value of £10,000,000 does not relate to the contract value. The Framework Value is a nominal amount to provide sufficient scope for framework usage by other public sector bodies during the 4 year framework term.

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

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**

Notice number in the FTS: 2023/S 000-003205

Section V: Award of contract

Contract No: 1

Lot No: 1

Title: Lot 1: Computer-Assisted Telephone Interviewing (CATI) survey services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract**

12/04/2023

V.2.2) **Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators : yes

V.2.3) **Name and address of the contractor**

In-house Research Ltd

03537670

Unit 5 Coped Hall Business Park

Royal Wootton Bassett

SN4 8DP

UK

NUTS code: UK - UNITED KINGDOM

The contractor is an SME : yes
Kwest Research Limited
2400940
2nd Floor, The Towers Building Towers Business Park, 856 Wilmslow Road, Didsbury
Manchester
M20 2SL
UK
NUTS code: UK - UNITED KINGDOM

The contractor is an SME : yes
Watermelon Research Limited
07917715
PO BOX 70693 10a Greencoat Place
London
SW1P 9ZP
UK
NUTS code: UK - UNITED KINGDOM

The contractor is an SME : yes

V.2.4) Information on value of the contract/lot (excluding VAT)

Total value of the contract/lot: 10000000.00 GBP

Section V: Award of contract

Contract No: 2

Lot No: 2

Title: Lot 2: Real time survey services (SMS / Email / IVR)

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract**

12/04/2023

V.2.2) **Information about tenders**

Number of tenders received: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators : yes

V.2.3) **Name and address of the contractor**

In-house Research Ltd
3537670
Unit 5 Coped Hall Business Park
Royal Wootton Bassett
SN4 8DP
UK
NUTS code: UK - UNITED KINGDOM

The contractor is an SME : yes
Watermelon Research Limited
07917715
PO BOX 70693 10a Greencoat Place
London
SW1P 9ZP

UK

NUTS code: UK - UNITED KINGDOM

The contractor is an SME : yes

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 10000000.00 GBP

Section VI: Complementary information

VI.3) **Additional information**

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/publicsectorclassification>

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>

VI.4) **Procedures for review**

VI.4.1) **Review body**

Royal Courts of Justice

The Strand, London, WC2A 2LL, United Kingdom

London

WC2A 2LL

UK

Telephone: +44 2079477772
