

Contract notice

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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at:

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=59748&B=HYDE-HOUSING

Additional information can be obtained from

the abovementioned address:

Tenders or requests to participate must be submitted

electronically via: https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=59748&B=HYDE-HOUSING

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 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

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: Provider of telephone survey services and Lot 2: Provider of SMS / Email / IVR survey services.

II.1.5) Estimated total value

Value excluding VAT: 10000000.00 GBP

II.1.6) Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Customer Survey Research Services Framework
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: Provider of telephone survey services and Lot 2: Provider of SMS / Email / IVR survey services.

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: 10000000.00 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.2.13) 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.

Section III: Legal, economic, financial and technical information

III.1) Conditions for participation

III.2) Conditions related to 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

Envisaged maximum number of participants to the framework agreement: 20

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.2.2) Time limit for receipt of tenders or requests to participate

Date: 03/03/2023

Local time: 12:00

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

Tender must be valid until: 03/07/2023

IV.2.7) Conditions for opening of tenders

Date: 03/03/2023

Local time: 12:00

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand, London, WC2A 2LL, United Kingdom

London

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UK

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