

**United Kingdom-Liverpool: Customer survey services**  
**OJ S 74/2019 15/04/2019**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Plus Dane Housing Ltd  
Postal address: 13-15 Rodney Street  
Town: Liverpool  
NUTS code: UKD North West (England)  
Postal code: L1 9EF  
Country: United Kingdom  
E-mail: [liam.bedson@plusdane.co.uk](mailto:liam.bedson@plusdane.co.uk)  
Telephone: +44 1517064636  
**Internet address(es):**  
Main address: [www.plusdane.co.uk](http://www.plusdane.co.uk)

**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-Liverpool:-Customer-survey-services./737M5692F6>  
Additional information can be obtained from the abovementioned address  
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

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**Section II: Object**

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

**II.1.1. Title**

Customer Research Partner  
Reference number: PDT-18-030

**II.1.2. Main CPV code**

79342310 Customer survey services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Plus Dane Housing is looking for a preferred partner to deliver elements of our customer research.

We are looking to have an approach where service related satisfaction data is collected as the process concludes and allows us to respond more quickly to any issues that the customer may have. We have procured a modern housing management system with the functionality to deliver real time customer satisfaction information as part of our service workflows. It is intended that this way of collecting real time data will allow us to manage our relationship with customers on a transactional basis and to have a dialogue to remedy any dissatisfaction as part of our day to day service delivery.

Whilst this agile collection and use of satisfaction data will allow us to improve our services and understand the needs of our customers in real time, we require a research partner to deliver quality satisfaction information for more strategic use.

#### **II.1.5. Estimated total value**

Value excluding VAT: 400 000,00 GBP

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.3. Place of performance**

NUTS code: UKD North West (England)

Main site or place of performance: North West (ENGLAND).

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

Plus Dane Housing is looking for a preferred partner to deliver elements of our customer research.

We are looking to have an approach where service related satisfaction data is collected as the process concludes and allows us to respond more quickly to any issues that the customer may have. We have procured a modern housing management system with the functionality to deliver real time customer satisfaction information as part of our service workflows. It is intended that this way of collecting real time data will allow us to manage our relationship with customers on a transactional basis and to have a dialogue to remedy any dissatisfaction as part of our day to day service delivery.

Whilst this agile collection and use of satisfaction data will allow us to improve our services and understand the needs of our customers in real time, we require a research partner to deliver quality satisfaction information for more strategic use. The successful research company will enter into a partnership with Plus Dane to deliver three individual elements of our customer satisfaction information.

#### **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: 400 000,00 GBP

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

Duration in months: 60

This contract is subject to renewal: no

#### **II.2.9.**

## **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

### **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**

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/737M5692F6>

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

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### **III.1. Conditions for participation**

#### **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

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Restricted procedure

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

#### **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: 16/05/2019 Local time: 10:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 24/05/2019

#### **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)

## **Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

**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.

GO Reference: GO-2019411-PRO-14790774

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: High Court of England and Wales

Postal address: Royal Courts of Justice, Strand

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

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

Official name: High Court of England and Wales

Postal address: Royal Courts of Justice

Town: London

Postal code: WC2A 2LL

Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Plus Dane will observe a standstill period following the award of the Contract and conduct itself in respect of any appeals in accordance with the Public Contracts Regulations.

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

11/04/2019