

**United Kingdom-Liverpool: Customer survey services**  
**OJ S 178/2019 16/09/2019**  
**Contract award 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.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.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 400 000,00 GBP

### **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

#### **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 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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 074-175674](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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A contract/lot is awarded: yes

#### **V.2. Award of contract**

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

28/08/2019

#### **V.2.2. Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

The contract has been awarded to a group of economic operators: no

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

Official name: MEL Research Ltd

Postal address: 2nd Floor, 1 Ashted Lock, Birmingham Science Park Aston

Town: Birmingham

NUTS code: UKG31 Birmingham

Postal code: B7 4AZ

Country: United Kingdom

Telephone: +44 1213331968

The contractor is an SME: yes

#### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 400 000,00 GBP

#### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **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.

To view this notice, please click here:

<https://plusdane.delta-esourcing.com/delta/viewNotice.html?noticeId=429584555>

GO Reference: GO-2019911-PRO-15347167

#### **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

Telephone: +44 1513578747

##### **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

Telephone: +44 1517084636

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

Official name: NA

Town: NA

Country: United Kingdom

Telephone: +44 1517084636

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

11/09/2019