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Tender

Employee Engagement Survey

SEVERN TRENT WATER LIMITED
HAFREN DYFRDWY CYFNGEDIG

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008878

Procurement identifier (OCID): ocids-h6vhtk-061406

Published 2 February 2026, 11:47am

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Scope

Description

This tender process is for the provision of the Employee Engagement Survey. A summary of the scope forming part of this tender is stated below.

Scope of Services

The provider must deliver a comprehensive employee engagement platform that includes:

-

Continuous listening and pulse surveys

-

Onboarding and exit surveys

-

Real-time response rate tracking and results dashboards

-

Organization structure led results with Subject Matter Expert access availability

-

Comment analysis, sentiment detection and ability for managers to interact with comments via acknowledgement and replies generating a conversation

-

Benchmarking capabilities (internal and external, and percentile analysis)

-

Segmentation by demographics, departments, and other custom

Total value (estimated)

- £204,000 excluding VAT
- £245,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2032
- 6 years

Description of possible extension:

Option to extend 1+1+1

Main procurement category

Services

CPV classifications

- 79342311 - Customer satisfaction survey

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Tenders

Tender submission deadline

27 February 2026, 5:00pm

Submission address and any special instructions

Suppliers to follow SAP Ariba link and submit via SAP Ariba

<https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/comsapsbncrecoveryui#/RfxEvent/preview/1110004071?anId=ANONYMOUS>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

18 May 2026

Award criteria

Name	Type	Weighting
Technical	Quality	80%
Commercial	Cost	20%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

PQQ to be scored and qualified suppliers will be invited to next stage to RFP

Documents

Associated tender documents

<https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/comsapsbncdiscoverui#/RfxEvent/preview/1110004071?anId=ANONYMOUS>

Contracting authorities

SEVERN TRENT WATER LIMITED

- Companies House: 02366686
- Public Procurement Organisation Number: PQQN-5222-QDXR

Severn Trent Centre

Coventry

CV1 2LZ

United Kingdom

Email: systemsandprocessteam-pcm@severntrent.co.uk

Region: UKG33 - Coventry

Organisation type: Private utility

HAFREN DYFRDWY CYFNGEDIG

- Companies House: 03527628
- Public Procurement Organisation Number: PWGQ-2543-XWCR

Packsaddle Wrexham Road

Wrexham

LL14 4EH

United Kingdom

Email: systemsandprocessteam-pcm@severntrent.co.uk

Region: UKL23 - Flintshire and Wrexham

Organisation type: Private utility

Devolved regulations that apply: Wales

Contact organisation

Contact SEVERN TRENT WATER LIMITED for any enquiries.