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Tender

## Employee Engagement Survey

SEVERN TRENT WATER LIMITED  
HAFREN DYFRDWY CYFYNGEDIG

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

Notice identifier: 2026/S 000-008892

Procurement identifier (OCID): ocds-h6vhtk-061406

Published 2 February 2026, 12:02pm

### Changes to notice

This notice has been edited. The [previous version](#) is still available.

updated correct value

### 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)**

- £1,260,000 excluding VAT
- £1,350,000 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

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **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/comsapsbncdiscoveryui#/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

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## Award criteria

Name	Type	Weighting
Technical	Quality	80%
Commercial	Cost	20%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## 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

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## Documents

### Associated tender documents

[https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/comsapsbncdiscov  
eryui#/RfxEvent/preview/1110004071?anId=ANONYMOUS](https://portal.us.bn.cloud.ariba.com/dashboard/public/appext/comsapsbncdiscov<br/>eryui#/RfxEvent/preview/1110004071?anId=ANONYMOUS)

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## 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](mailto:systemsandprocessteam-pcm@severntrent.co.uk)

Region: UKG33 - Coventry

Organisation type: Private utility

## **HAFREN DYFRDWY CYFYNGEDIG**

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

Packsaddle Wrexham Road

Wrexham

LL14 4EH

United Kingdom

Email: [systemsandprocessteam-pcm@severntrent.co.uk](mailto:systemsandprocessteam-pcm@severntrent.co.uk)

Region: UKL23 - Flintshire and Wrexham

Organisation type: Private utility

Devolved regulations that apply: Wales

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## **Contact organisation**

Contact SEVERN TRENT WATER LIMITED for any enquiries.