

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012558-2022>

Tender

## **C1156 - Culture and Engagement Listening Strategy Partnership**

NI Water and its subsidiaries

F05: Contract notice – utilities

Notice identifier: 2022/S 000-012558

Procurement identifier (OCID): ocids-h6vhtk-0337ac

Published 13 May 2022, 6:29pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

NI Water and its subsidiaries

Westland House

Belfast

BT14 6TE

#### **Contact**

sourcingniwater.com

#### **Email**

[sourcing@niwater.com](mailto:sourcing@niwater.com)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.3) Communication**

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

<https://etendersni.gov.uk/epps>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps>

**I.6) Main activity**

Water

---

## **Section II: Object**

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

#### **II.1.1) Title**

C1156 - Culture and Engagement Listening Strategy Partnership

#### **II.1.2) Main CPV code**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NI Water wish to appoint a partner to help build on the success of our current listening approach to provide a longer term approach to listening which harnesses the knowledge of our workforce, drives performance and maximises engagement. Provide a new listening strategy which gives a holistic view of 'what it's like to work here', to measure, align and improve culture and therefore our employee experience, and demonstrates best practice in workforce engagement and Corporate Governance.

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

Value excluding VAT: £320,000

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

This contract is divided into lots: No

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

#### **II.2.2) Additional CPV code(s)**

- 79300000 - Market and economic research; polling and statistics
- 79342311 - Customer satisfaction survey
- 79342310 - Customer survey services

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

NUTS codes

- UKN - Northern Ireland

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

NI Water wish to appoint a partner to help build on the success of our current listening approach to provide a longer term approach to listening which harnesses the knowledge of our workforce, drives performance and maximises engagement. Provide a new listening strategy which gives a holistic view of 'what it's like to work here', to measure, align and improve culture and therefore our employee experience, and demonstrates best practice in workforce engagement and Corporate Governance.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Cost / Weighting: 40

#### **II.2.6) Estimated value**

Value excluding VAT: £320,000

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

Duration in months

36

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

---

## **Section IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

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

Date

26 May 2022

Local time

12:00pm

#### **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: 24 August 2022

---

## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Ireland Water

Belfast

Country

United Kingdom