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Tender

## **Employee Polling & Internal Customer Satisfaction Survey**

UK POWER NETWORKS (TRANSPORT) LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2024/S 000-012855

Procurement identifier (OCID): ocds-h6vhtk-0453bd

Published 19 April 2024, 3:27pm

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

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

UK POWER NETWORKS (TRANSPORT) LIMITED

Newington House, 237 Southwark Bridge Road

LONDON

SE16NP

#### **Contact**

Gilly Eren

#### **Email**

[Indirects.Procurement@ukpowernetworks.co.uk](mailto:Indirects.Procurement@ukpowernetworks.co.uk)

#### **Country**

United Kingdom

**Region code**

UKI44 - Lewisham and Southwark

**Companies House**

3870728

**Internet address(es)**

Main address

<https://www.ukpowernetworks.co.uk/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://ukpowernetworks.sharepoint.com/:f:/s/ProcurementDocumentManagement/EjzSKzhAD6xKqyDK8VKasNABZR6P5kixwCknjB8TizdVhA?e=5i71U>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Electricity

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## **Section II: Object**

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

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

Employee Polling & Internal Customer Satisfaction Survey

Reference number

PE1-0006-2024

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

- 73200000 - Research and development consultancy services

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

Services

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

Employee Engagement is a key support function for UK Power Networks and the ability to provide detailed engagement insight to the business is imperative.

Annually, UK Power Networks participate in Best Companies employee engagement survey. To prepare for this and ensure that UK Power Networks is continually meeting the vision of being an employer of choice, regularly checking-in with employees to gauge how engaged they are is important.

UK Power Networks communicates with employees every day using a multitude of channels to ensure that employees are kept up to date with key business information, good news stories and everything in between. On an annual basis, UK Power Networks reviews all internal communication channels. To help identify how effective and engaging employees find each channel an audit is completed to gain employee feedback. The audit findings are used to inform channel choice, communication planning and gauge employee engagement.

In addition, another pillar of our vision is to be Respected Corporate Citizen, and an important measure of this is customer service. Our ability to serve our external customers well is enabled by the delivery of good customer service internally to our colleagues. This scope of work must allow us to operate an internal customer satisfaction survey.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 79310000 - Market research services

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

NUTS codes

- UK - United Kingdom

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

Employee Polling and Internal Customer Satisfaction Survey services to be delivered by a service provider as further detailed in the instructions document.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will be for the initial the initial term of 3 years with option to extend up to 2 further years, a potential 5 years in total (60 months)

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

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

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

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## **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: No

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

#### **IV.2.2) Time limit for the receipt of applications for an invitation to tender or to negotiate**

Date

20 May 2024

Local time

4:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

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

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

UK Power Networks

London

Country

United Kingdom