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Not applicable

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

UK POWER NETWORKS (TRANSPORT) LIMITED

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-013044

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

Published 22 April 2024, 4:58pm

### **Section I: Contracting authority/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/>

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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.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2024/S 000-012855](#)

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## **Section VII. Changes**

### **VII.1) Information to be changed or added**

### **VII.2) Other additional information**

The link in the original PIN for the instruction document and response template is corrupted.

Please use this link to access the instructions document and response template.

<https://ukpowernetworks.sharepoint.com/:f:/s/ProcurementDocumentManagement/EjzSKzhAD6xKqyDK8VKasNABIAR1nYKAjPEnHyjxzRRoTQ>