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Planning

Customer Feedback Platform

NORTHUMBRIAN WATER GROUP LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2022/S 000-022480

Procurement identifier (OCID): ocds-h6vhtk-035be3

Published 15 August 2022, 4:07pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Philippa Longstaff

Email

philippa.longstaff@nwl.co.uk

Telephone

+44 7516587560

Country

United Kingdom

Region code

UKC14 - Durham CC

Companies House

02366703

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Feedback Platform

Reference number

NW2426

II.1.2) Main CPV code

- 79342310 - Customer survey services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumbrian Water requires a true "Voice of the Customer" and Customer Resolution tool with the capability to proactively communicate with customers via text and email. It should allow us to identify both good and bad customer journeys, providing praise and affirmation where appropriate and ensuring that our limited resource is appropriately directed where customers are telling us there are issues.

Without this direct customer feedback, a huge amount of time and energy could be invested in looking to improve processes that may well be delivering effective services to our customers, whilst those that aren't are missed, as we assume they are working. The feedback provides information that is unhindered by any internal bias, be that conscious or unconscious, ensuring that appropriate data led decisions can be made.

The solution should be tailored towards highlighting what we as a business operationally do well and point us towards the areas that we need to work on and improve highlighting customer pain points per customer journey per department and contact channel. The solution should be able to categorise key topics & themes by sentiment with the use of text analytics and sentiment engine based on a taxonomy that befits our industry.

The surveys should be flexible and agile to be able to alter the wording when needed and the reporting should be easy to set up and use to create visually compelling insights to bring the customers experience to life.

The dashboard should be intuitive and visually striking highlighting key themes and topics with league tables and other statistical gadgets.

NWL are also looking for a proactive trend analysis function in the platform.

SMS text or Email survey all current inbound customer contacts that are in scope (to be decided by NWL) will be provided to the supplier. NWG will exclude contacts they do not wish surveyed from the data provided. For example, contacts where the customer has indicated they want to opt out of surveys or are linked to a deceased customer. NWG will determine the timing of the surveys. The surveys will cover North and South customers of NWG, Northumbrian Water and Essex and Suffolk Water.

NWL will be running discovery sessions with the first 4 applicants to this notice and these will be held 7 September 2022 with the team.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342311 - Customer satisfaction survey
- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

II.2.4) Description of the procurement

This PIN is issued to manage a pre-market engagement exercise.

Northumbrian Water Ltd seeks to obtain feedback from the marketplace in relation to what is currently available within this market space before issuing a tender. The primary focus of this pre market engagement is to provide market intelligence and an insight into market trends, solution availability, as well as any perceived risks and opportunities. It is not itself a call for tender or a pre-qualification exercise. The information within this document has been generated solely for market engagement purposes and, depending on the information received from potential suppliers and/or manufacturers, may not reflect the information ultimately presented in any future calls to tender. NWL are looking to run some discovery sessions with the first 4 applicants. All responses will be treated confidentially. All responses will be carefully considered but will not bind Northumbrian Water Ltd to any approach to procurement, nor will responses be treated as conveying any promise or commitment on the part of the respondent.

II.3) Estimated date of publication of contract notice

17 October 2022

Section IV. Procedure

IV.1) Description

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 receipt of expressions of interest

Date

2 September 2022

Local time

12:00pm

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

English

Section VI. Complementary information

VI.3) Additional information

In order to participate in this pre market engagement exercise, an email to expressions@nwl.co.uk before the deadline date of 2 September 2022 at 12 noon. Once we have received your email that contains the details below, the first 4 applicants will be invited to a discovery session with NWL. These will commence 7 September 2022 When sending expression of interest in this pre market engagement , applicants must provide the following information: 1) Full company name 2) Main contact details of the person who will be responsible for completing the questionnaire - Name, job title, E mail address and telephone.