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Tender

T118 - Voice of the Customer

NI Water

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

Notice identifier: 2025/S 000-028615

Procurement identifier (OCID): ocds-h6vhtk-05293a

Published 29 May 2025, 5:42pm

Scope

Description

NI Water is seeking a solution that will survey our customer satisfaction by gathering customer feedback in real time and displaying this on clear dashboards. In addition, the solution will use key metrics such as sentiment analysis to give insightful, comparable results. Furthermore, the solution will analyse the collected data, have an ability to filter different functions/employees to help find root causes and specify areas of strength and weakness. This service is to be available on a hosted, managed service basis, 24 hours a day, 7 days per week, 365 days a year. See Specification for more details.

Total value (estimated)

- £175,200 including VAT

Below the relevant threshold

Contract dates (estimated)

- 19 June 2025 to 18 June 2027
- Possible extension to 18 June 2031
- 6 years

Description of possible extension:

4 potential extensions of 12 months

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Submission

Tender submission deadline

12 June 2025, 11:59pm

Submission address and any special instructions

<https://etendersni.gov.uk>

Tenders may be submitted electronically

Yes

Award criteria

Award criteria is based on technical and financial

Procedure

Procedure type

Below threshold - open competition

Contracting authority

NI Water

- Public Procurement Organisation Number: PCZH-7295-JJTZ

Westland House

Belfast

BT14 6TE

United Kingdom

Email: sourcing@nitwater.com

Region: UKN06 - Belfast

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Northern Ireland