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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

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## **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

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## **Award criteria**

Award criteria is based on technical and financial

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## **Contracting authority**

### **NI Water**

- Public Procurement Organisation Number: PCZH-7295-JJTZ

Westland House

Belfast

BT14 6TE

United Kingdom

Email: [sourcing@nitwater.com](mailto:sourcing@nitwater.com)

Region: UKN06 - Belfast

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Northern Ireland