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Tender

## 00534-CS – Transactional Customer Feedback

Stonewater Ltd

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

Notice identifier: 2025/S 000-042435

Procurement identifier (OCID): ocds-h6vhtk-0564b9

Published 23 July 2025, 3:04pm

### Scope

### Reference

00534-CS

### Description

Stonewater is seeking to procure a journey-led, transactional customer feedback solution. The programme will enable real-time insight across key service areas, support continuous improvement, and empower colleagues to act swiftly on customer feedback.

#### Programme Objectives

- Capture real-time feedback across a wide range of customer journeys
- Improve service delivery and reduce customer effort
- Enable a robust loop-closing process to resolve issues quickly
- Provide actionable insight through AI-driven analysis and dashboards

- Support a flexible, scalable model that evolves with organisational needs.

## Scope of Services

The programme will initially cover the following customer journeys/transactions:

- Responsive repairs (raising and completion)
- Cyclical checks (completion)
- Planned capital investment/maintenance/retrofit (completion)
- Grounds maintenance (completion)
- Complaints (raising and completion)
- ASB (raising, mid-journey and completion)
- Disruptive behaviour (raising, mid-journey and completion)
- Customer service centre contact (post-contact)
- Lettings & marketing - new lets and relets (application, sign-up and move-in)
- Shared ownership sales (appointment/visit, reservation and move-in)
- Mutual exchange (application, sign-up and move-in)
- Tenancy termination (completion)
- Housing operations (raising and completion).

Certain customer journeys will require feedback collection at multiple stages (as specified above), such as an initial survey after a repair request is raised, followed by a separate survey upon completion of the repair. The pricing model should reflect this multi-touchpoint approach, as well as support a scalable framework that can adapt to varying volumes and journey complexities.

Additionally, the solution should accommodate the future inclusion of new feedback channels, including digital engagement touchpoints such as website interactions, portal sign-up and portal use/pop-ups.

To view this notice, please click [here](#):

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=967995110>

### **Total value (estimated)**

- £240,000 excluding VAT
- £288,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 3 November 2025 to 31 October 2027
- Possible extension to 31 October 2029
- 3 years, 11 months, 28 days

Description of possible extension:

2 x 12 month extensions

### **Main procurement category**

Services

### **CPV classifications**

- 79311000 - Survey services
- 79311100 - Survey design services
- 79311200 - Survey conduction services

- 79311210 - Telephone survey services
- 79311300 - Survey analysis services
- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey

## **Contract locations**

- UKG - West Midlands (England)
- UKF - East Midlands (England)
- UKH - East of England
- UKK - South West (England)
- UKJ - South East (England)
- UKC - North East (England)
- UKD - North West (England)

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

## Enquiry deadline

5 August 2025, 12:00pm

## Tender submission deadline

22 August 2025, 12:00pm

## Submission address and any special instructions

<https://www.delta-esourcing.com/delta>

## Tenders may be submitted electronically

No

## Languages that may be used for submission

English

## Award decision date (estimated)

19 September 2025

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## Award criteria

Name	Type	Weighting
Quality	Quality	60%
Price	Price	40%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Contracting authority

### Stonewater Ltd

- Public Procurement Organisation Number: PVMT-4274-HPBN

Suite C Lancaster House, Grange Business Park

Leicester

LE8 6EP

United Kingdom

Contact name: Donna Monro

Telephone: 07741703695

Email: [donna.monro@stonewater.org](mailto:donna.monro@stonewater.org)

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)