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Planning

## **Modern Contact Centre Market Engagement**

ANGLIAN WATER SERVICES LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2023/S 000-003368

Procurement identifier (OCID): ocids-h6vhtk-03a2a0

Published 3 February 2023, 10:22am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

ANGLIAN WATER SERVICES LIMITED

Lancaster House Lancaster Way, Ermine Business Park

HUNTINGDON

PE296XU

#### **Contact**

Rebecca Longman

#### **Email**

[rlongman@anglianwater.co.uk](mailto:rlongman@anglianwater.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKH12 - Cambridgeshire CC

### **Companies House**

company number 2366656

### **Internet address(es)**

Main address

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

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://esourcing.scanmarket.com/SupplierRegistration/NewSupplier?eventId=558740&ccsum=68a3f6934ba491defa6ce658b2fb69a1>

Additional information can be obtained from the above-mentioned address

## **I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Modern Contact Centre Market Engagement

Reference number

PA 2022 0679

#### **II.1.2) Main CPV code**

- 48500000 - Communication and multimedia software package

#### **II.1.3) Type of contract**

## Supplies

### **II.1.4) Short description**

Anglian Water Services Ltd ("Anglian Water") is currently reviewing options for the future delivery of a Modern Contact Centre (MCC).

Anglian Water is looking to procure a Contact Centre as a Service solution to replace the current on-prem contact centre telephony platform. The Contact Centre solution should have the capability of providing a personalised experience to customers by executing inbound, as well as outbound, communication across a variety of channels.

In order to understand the contracting models available for this delivery we have decided to undertake Pre-Market Engagement. We are inviting parties who may have an interest in Modern Contact Centres to complete the questionnaire linked to this event in order to give Anglian Water a better understanding of the feasibility of our requirements and to gain insight to the market possibilities.

Anglian Water are looking for interested parties to present their available product options in regards to the provision of a Modern Contact Centre.

Our Contact Centre serves as the primary hub for incoming and outgoing communications between our company and customers, and is currently spread across multiple physical locations, including Enterprise House in Lincoln, Henderson House in Huntingdon, and Hartlepool. Over 400 agents are responsible for handling a wide range of customer inquiries and issues related to billing, home moves, and operational matters.

The current technology landscape is complex and difficult to navigate, resulting in a lack of actionable insights and operational management. We want to reduce our support costs, simplify our systems, and create an easy-to-use platform that can easily adapt to new channels as they emerge.

Our aim is to provide a digital-first customer experience, and we are looking to transform our traditional voice channels into modern digital channels. While we understand that some customers will still prefer voice-based interactions, we aim to increase the proportion of digital interactions, making it easy for customers to interact with us through various digital channels, including self-serve, social media, and two-way messaging platforms such as WhatsApp and Facebook Messenger.

As a result, we are inviting parties who may have an interest in Modern Contact Centres to complete the event in order to give Anglian Water a better understanding of the feasibility of our requirements and to gain insight to the market possibilities. We are looking for interested parties to present their available product options in regards to the

provision of a Modern Contact Centre.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 64210000 - Telephone and data transmission services

#### **II.2.3) Place of performance**

NUTS codes

- UKH - East of England

Main site or place of performance

Our Contact Centre serves as the primary hub for incoming and outgoing communications between our company and customers, and is currently spread across multiple physical locations, including Enterprise House in Lincoln, Henderson House in Huntingdon, and Hartlepool. Over 400 agents are responsible for handling a wide range of customer inquiries and issues related to billing, home moves, and operational matters.

#### **II.2.4) Description of the procurement**

Please refer to the Market Engagement Document on scanmarket.

### **II.3) Estimated date of publication of contract notice**

3 April 2023

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## **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

1 March 2023

Local time

4:00pm

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

English