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Contract

Business Process Outsourcing Customer Services

THAMES WATER UTILITIES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-005736

Procurement identifier (OCID): ocds-h6vhtk-032d02

Published 27 February 2023, 4:09pm

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

Contact

Thames Water

Email

procurement.supportcentre@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

02366661

Internet address(es)

Main address

www.thameswater.co.uk

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Business Process Outsourcing Customer Services

Reference number

SA1536

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

Thames Water is seeking to award Services Agreements to multiple providers for the provision of customer services across three lots:

Lot 1 - Digital led customer contact: delivering first tier contact on digital medium

Lot 2 - Transactional Back Office and Contingency Voice: Transactional, Ticketing and Exceptions Processing

Lot 3 - Post room services

We are looking for partner(s) with proven expertise to play a core role in delivering Thames Water's customer experience vision through:

Maintaining, improving and transforming services;

Increasing customers choice in the way they interact with us; and,

Increasing levels of automation.

The selected bidders will be able to demonstrate how they would support Thames Water's customer service strategy and its outcomes.

Bidders can apply for one or multiple lots. Thames Water may award more than one lot to a single bidder taking into account the evaluation of each individual lot; the tendered aggregate operational and commercial benefits to be obtained from the award of more than one lot; and, bidders stated preferences for award of lots at PQQ stage

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Digital Led Customer Contact

Lot No

1

II.2.2) Additional CPV code(s)

- 64216100 - Electronic message services
- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of the Thames Water region

II.2.4) Description of the procurement

Thames Water is seeking a service provider for first tier customer contact through digitised media channels (including for but not limited to two-way messaging, web chat, social media).

It is expected that bidders will bring solutions to deliver our strategic outcomes in achieving a customer centric service where transactional work is highly automated and consistently delivered with residual human work.

Thames Water intends to award this lot to a single provider.

II.2.11) Information about options

Options: Yes

Description of options

Thames Water envisages that the contract will be awarded for an initial term of 5 years with options to extend by any period up to a further 3 years, with a maximum contract duration of 8 years.

Any agreement may flex in volume over time and may include additional services and unforeseen services of a similar nature as demand and requirements change within the wider scope of the requirement.

II.2.14) Additional information

Thames Water will reserve the right to seek bidder confirmation of value to be derived from the award of more than one lot and apply this value to the evaluation process and to any contractual commitment on award. This will form part of the evaluation at ITN stage.

II.2) Description

II.2.1) Title

Transactional Back Office and Contingency Voice

Lot No

2

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services
- 79900000 - Miscellaneous business and business-related services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

The whole of the Thames Water region

II.2.4) Description of the procurement

Thames Water is seeking a service provider to take ownership of and deliver back office transactional services (such as but not limited to service desk, exception management, cash operations (invoicing), billing, metering and home move transactional services).

It is expected the service provider will bring solutions to deliver against our strategic outcomes delivering a high-quality customer centric service where transactional work is highly automated and consistently delivered with residual human work.

The services are predominantly non-voice, the requirement also includes for some provision of outbound telephony, and contingency voice; in times of planned or unplanned incidents or peaks when, Thames Water may call upon the provider to lend voice contact services.

Thames Water intends to award this lot to a single provider.

II.2.11) Information about options

Options: Yes

Description of options

Thames Water envisages that the contract will be awarded for an initial term of 5 years with options to extend by any period up to a further 3 years, with a maximum contract duration of 8 years.. Any agreement may flex in volume over time and may include

additional services unforeseen services of a similar nature as demand and requirements change within the wider scope of the requirement.

II.2.14) Additional information

Thames Water requires bidders to sign an unamended one-way non-disclosure agreement, prior to accessing the draft ITN content.

Thames Water will reserve the right to seek bidder confirmation of value to be derived from the award of more than one lot and apply this value to the evaluation process and to any contractual commitment on award. This will form part of the evaluation at ITN stage.

II.2) Description

II.2.1) Title

Post Room Services

Lot No

3

II.2.2) Additional CPV code(s)

- 64110000 - Postal services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of the Thames Water region

II.2.4) Description of the procurement

Thames Water is seeking a service provider to take ownership of and deliver our post room services and document handling centre.

Thames Water is looking for the service provider to take on the service delivery and bring solutions to deliver against our strategic outcomes with a high-quality service; creating a cost optimised approach where services are increasingly automated and consistently

delivered.

Thames Water intends to award this lot to a single provider.

II.2.11) Information about options

Options: Yes

Description of options

Thames Water envisages that the contract will be awarded for an initial term of 5 years with options to extend by any period up to a further 3 years, with a maximum contract duration of 8 years. Any agreement may flex in volume over time and may include additional services unforeseen services of a similar nature as demand and requirements change within the wider scope of the requirement.

II.2.14) Additional information

Thames Water requires bidders to sign an unamended one-way non-disclosure agreement, prior to accessing the draft ITN content.

Thames Water will reserve the right to seek bidder confirmation of value to be derived from the award of more than one Lot and apply this value to the contract value on award. This will form part of the evaluation at ITN stage.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-009829](#)

Section V. Award of contract

Lot No

Lot 1

Title

Supply of Digital Led Customer Contact

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 January 2023

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Tech Mahindra Limited

Maharashtra

Country

India

NUTS code

- IN - India

Companies House

11-41370

The contractor is an SME

No

Section V. Award of contract

Lot No

Lot 2

Title

Supply of Transactional Back Office and Contingency Voice

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 January 2023

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

EXL

New York

Country

United States

NUTS code

- US - United States

Companies House

12-690-1029

The contractor is an SME

No

Section V. Award of contract

Lot No

Lot 3

Title

Supply of Postroom Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 January 2023

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Swiss Post Services Ltd

Richmond

Country

United Kingdom

NUTS code

- UKI - London

Companies House

4482213

The contractor is an SME

Yes

Section VI. Complementary information

VI.3) Additional information

**** Please note - this is a Contract Award Notice ****

All suppliers who wish to respond to this notice must request a pre-qualification questionnaire (PQQ) by using the web link in Section I.3 (www.thameswater.co.uk/procurement).

From your response to the link in Section I.3 or above, Thames Water's Procurement Support Centre will send you an email providing login details for our eSourcing system (i.e. IASTA Smartsource). To complete the PQQ you will need to login to IASTA Smartsource.

If the project requires it, you will receive an additional and separate survey to complete for Data Protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure.

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Limited

Reading

RG30 3L

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.4.4) Service from which information about the review procedure may be obtained

Thames Water Utilities Ltd Town

Reading

Country

United Kingdom