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Tender

## **The Provision of Contact Centre Communications Software**

Wales & West Utilities Limited

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

Notice identifier: 2025/S 000-007108

Procurement identifier (OCID): ocds-h6vhtk-04e7af ([view related notices](#))

Published 25 February 2025, 9:09am

### **Scope**

### **Reference**

WWU1382

### **Description**

Wales and West Utilities (WWU) intend to establish an agreement for the provision of Contact

Centre Communication Software. The required solution shall include the following features.

- Enable WWU to maintain a call centre system to satisfy its licence agreement.
- Ensure teams currently using CxEngage as their primary telephony solution continue to have a contact centre software solution.
- Ensure that the solution is scalable and can include additional users should more users be required, e.g., Despatch, Streetworks and Reinstatement.

- Integration to existing WWU systems (SAP C/4 HANA primary interface).
- Ensure that key interactive voice response (IVR) function is maintained.
- Maintain all existing communication channels (true omni-channel experience for customers and agents for customer contact (call, text, email, WhatsApp)).
- Maintain reporting and product-market fit (PMF) capabilities.
- Maintain call recording functionality.
- Artificial intelligence (AI) to be part of customer contact centre solution.

This tender has generated a significant amount of interest and to ensure that the market understands the requirement, the below highlights essential criteria.

- Existing System without need for significant development.
- Proven Interoperability with SAP C/4 HANA.
- A solution that is already in use and proven to work effectively within another organisation.
- Software as a Service (SaaS) solution.
- Scalable to receive large volumes of calls at short notice.
- Scalability to approximately 400 users / agents.

Conversely, WWU deems it necessary to advise the market that certain services and types of systems would not meet our requirements.

- A conceptual solution that requires development.
- A platform from which to design a bespoke system.

## **Total value (estimated)**

- £1,250,000 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 3 October 2025 to 2 October 2029
- Possible extension to 2 October 2032
- 7 years

Description of possible extension:

Proposed Total duration:

Four (4) Years, with option to extend by three (3) consecutive 12-month periods.

## **Main procurement category**

Goods

## **CPV classifications**

- 48500000 - Communication and multimedia software package

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Technical ability conditions of participation**

The following accreditations are mandatory;

- ISO 9001:2015 Quality Management Systems.
- ISO 27001:2022 Information Security, Cybersecurity and Privacy Protection
- Cyber Essentials Certified
- Cyber Essential Plus Certified.

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

14 April 2025, 12:00pm

### **Submission type**

Tenders

### **Tender submission deadline**

24 April 2025, 12:00pm

### **Submission address and any special instructions**

<https://sourcing4wwu.bravosolution.co.uk/web/login.html>

Bravo Project Tender Reference:

PQQ: pqq\_422 - WWU1382 - Contact Centre Software Provision

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

20 June 2025

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## **Award criteria**

<b>Name</b>	<b>Description</b>	<b>Type</b>	<b>Weighting</b>
Technical Evaluation	Review the tender documents for more information.	Quality	60%
Commercial Evaluation	Review the tender documents for more information.	Price	40%

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## **Other information**

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Special regime**

Utilities

## **Competitive flexible procedure description**

The tender will be comprised of;

Conditions of Participation Stage: The responses to the questionnaire which will have both mandatory pass/fail and scored questions. The responses will be scored and the highest scored bidders shall be invited to the ITT. Only those bidders that progress to the ITT stage shall see the documents related to the ITT Technical and Commercial Envelopes.

More information available in the Invitation to Tenderer and the Conditions of Participation Questionnaire (COPQ) - Guidance

The ITT shall include Technical Envelope and Commercial Envelope, with percentage weights 60% and 40% respectively.

The Technical Envelope shall include open scored questions. The combined scores from the Technical and Commercial shall be ranked and the highest three (3) ranked bidders shall proceed to the negotiation stage.

More information on the negotiation stage shall be released in due course.

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## **Contracting authority**

### **Wales & West Utilities Limited**

- Companies House: 05046791
- Public Procurement Organisation Number: PMVL-3238-DQDX

Wales & West House

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Region: UKL21 - Monmouthshire and Newport

Organisation type: Private utility