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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

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
-

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)

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://sourcing4wwwu.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

Award criteria

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

Other information

Conflicts assessment prepared/revised

Yes

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.

Contracting authority

Wales & West Utilities Limited

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- Public Procurement Organisation Number: PMVL-3238-DQDX

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Organisation type: Private utility