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Tender

Customer Experience Solution & Employee Engagement Solution

Dwr Cymru Cyfyngedig

F05: Contract notice – utilities

Notice identifier: 2021/S 000-009062

Procurement identifier (OCID): ocds-h6vhtk-02aad7

Published 27 April 2021, 10:55pm

Section I: Contracting entity

I.1) Name and addresses

Dwr Cymru Cyfyngedig

Linea, Fortran Road, St Mellons

Cardiff

CF3 0LT

Email

joanna.bryant@dwrcymru.com

Telephone

+44 2920740450

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

www.dwrcymru.com

I.3) Communication

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

<https://dwrcymru-welshwater.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwrcymru-welshwater.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Experience Solution & Employee Engagement Solution

Reference number

DCWW1097

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Delivery of a Customer Experience Solution and an Employee Engagement Solution. The agreement will be split into lots and applications are invited for one or both lots.

Lot 1 - Customer Experience Solution which will allow DCC to capture and measure customer feedback

Lot 2 - Employee Engagement Solution which will allow DCC to capture and measure employee feedback in key areas to assess employee engagement levels.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot No

1

II.2.2) Additional CPV code(s)

- 48517000 - IT software package
- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72316000 - Data analysis services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Lot 1: Customer Experience Solution

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract awarded will be for an initial 3-year period with an option to extend for a further 2 years at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot No

2

II.2.2) Additional CPV code(s)

- 48517000 - IT software package
- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72316000 - Data analysis services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Lot 2: Employee Engagement Solution

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract awarded will be for an initial 3-year period with an option to extend for a further 2 years at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

26 May 2021

Local time

5:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Participation instructions — how to express interest in this opportunity.

1) Register your organisation on the DCC eSourcing Portal (this is only required once so please check whether there is an existing account registered for your organisation — multiple users can be added as required);

2) Express an interest in the opportunity:

— log in to the portal with your username and password,

— click the 'ITTs Open to all Suppliers' link,

— click on the relevant ITT to access the content,

— click the 'Express Interest' button at the top of the page — this will move the ITT into your 'My ITTs' page (this is a secure area reserved for your projects only),

— you can now access any attachments by clicking 'Attachments' in the 'ITT details' box.

3) Responding to the Opportunity

— click 'My Response' under 'ITT details'. You can choose to 'Create response' or 'Decline to Respond',

— you can now use the messaging function to communicate with the buyer and seek any clarification,

— note the deadline for completion and follow the onscreen instructions to complete your response — there may be a mixture of online and offline actions for you to perform,

— you must then submit your reply using the 'Submit Response' button at the top of the page. Please Note the following

— you must download the documents yourself after you have expressed interest, they will not be sent to you,

- expressions of Interest will ONLY be accepted through the eSourcing Portal
- all documentation must be returned electronically via the eSourcing Portal,
- if you require any further assistance please consult the online help, or contact the eSourcing helpdesk using the contract information provided on the home page.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

City of Westminster

Country

United Kingdom