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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](mailto:joanna.bryant@dwrcymru.com)

#### **Telephone**

+44 2920740450

#### **Country**

United Kingdom

## **NUTS code**

UKL - Wales

## **Internet address(es)**

Main address

[www.dwrcymru.com](http://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

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## **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

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## **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

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## **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

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## 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