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Tender

Business Process Outsourcing Customer Services

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-009829

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

Published 13 April 2022, 8:35am

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG1 8DB

Contact

Thames Water

Email

procurement.supportcentre@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Internet address(es)

Main address

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

Additional information can be obtained from the above-mentioned address

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

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.1.5) Estimated total value

Value excluding VAT: £63,000,000

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

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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £15,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

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.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 7

II.2.10) Information about variants

Variants will be accepted: Yes

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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £45,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

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.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 7

II.2.10) Information about variants

Variants will be accepted: Yes

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.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £3,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

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

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 7

II.2.10) Information about variants

Variants will be accepted: Yes

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Selection criteria as stated in the procurement documents.

NB - To pass this section at PQQ, bidders will need to demonstrate no tangible financial risk to this opportunity

III.1.3) Technical and professional ability

List and brief description of selection criteria

Selection criteria as stated in the procurement documents.

PQQ bidders will need to demonstrate:

- Expertise, experience and skillsets to deliver the services
- Legislative and regulatory compliance
- Absence of material conflict of interest
- Compliance with Achilles Verify and commitment to Thames Waters (relevant) Health and Safety standards
- Data protection and privacy & security compliance
- Ability to service our operational hours and operate in English as a first language in the office environment

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

As detailed in section VI.3 and PQQ.

III.1.6) Deposits and guarantees required

Bonds and/or parent company guarantees of performance and financial standing may be required.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Specified in Invitation to Negotiate Document.

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Consortia may be required to form a legal entity prior to award

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

3 May 2022

Local time

10:00am

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 9 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Between 5 and 8 years.

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

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

RG1 8DB

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).