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Contract

## **Modern Contact Centre**

ANGLIAN WATER SERVICES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-013141

Procurement identifier (OCID): ocds-h6vhtk-03d4d8

Published 23 April 2024, 1:15pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

ANGLIAN WATER SERVICES LIMITED

Huntingdon

#### **Contact**

Rebecca Longman

#### **Email**

[rlongman@anglianwater.co.uk](mailto:rlongman@anglianwater.co.uk)

#### **Telephone**

+44 1733414446

#### **Country**

United Kingdom

#### **Region code**

UKH12 - Cambridgeshire CC

**Companies House**

2366656

**Internet address(es)**

Main address

<https://www.anglianwater.co.uk>

**I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Modern Contact Centre

Reference number

2022 0679

#### **II.1.2) Main CPV code**

- 48500000 - Communication and multimedia software package

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

Anglian Water Services Ltd ("Anglian Water") is currently reviewing options for the future delivery of a Modern Contact Centre (MCC).

Anglian Water is looking to procure a Contact Centre as a Service solution to replace the current on-prem contact centre telephony platform. The Contact Centre solution should have the capability of providing a personalised experience to customers by executing inbound, as well as outbound, communication across a variety of channels.

Anglian Water are looking for interested parties to present their available product options in regards to the provision of a Modern Contact Centre.

Our Contact Centre serves as the primary hub for incoming and outgoing communications between our company and customers, and is currently spread across multiple physical locations, including Enterprise House in Lincoln, Henderson House in Huntingdon, and Hartlepool. Over 400 agents are responsible for handling a wide range of customer inquiries and issues related to billing, home moves, and operational matters.

The current technology landscape is complex and difficult to navigate, resulting in a lack of actionable insights and operational management. We want to reduce our support costs, simplify our systems, and create an easy-to-use platform that can easily adapt to new channels as they emerge.

Our aim is to provide a digital-first customer experience, and we are looking to transform

our traditional voice channels into modern digital channels. While we understand that some customers will still prefer voice-based interactions, we aim to increase the proportion of digital interactions, making it easy for customers to interact with us through various digital channels, including self-serve, social media, and two-way messaging platforms such as WhatsApp and Facebook Messenger.

For further detail please see all associated bid documents on the scanmarket event.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKH - East of England

#### **II.2.4) Description of the procurement**

Anglian Water can procure additional services and or software from the selected Bidder which it offers either now or in the future which may either replace the procured software (for example through an alternative licensing model) or is considered to be reasonably ancillary to the software/services being procured (which shall include without limitation software used for customer communications).

For further detail please see all associated bid documents on the scanmarket event.

#### **II.2.11) Information about options**

Options: No

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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: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-016336](#)

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## **Section V. Award of contract**

### **Contract No**

PA 2022 0679

### **Title**

Modern Contact Centre

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

29 February 2024

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Anglian Water Services Limited

Huntingdon

Country

United Kingdom