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Tender

Internal Communication WWU1242

Wales And West Utilities

F05: Contract notice – utilities

Notice identifier: 2023/S 000-017144

Procurement identifier (OCID): ocds-h6vhtk-03d6e6

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Section I: Contracting entity

I.1) Name and addresses

Wales And West Utilities

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

Contact

Jonathan Williams

Email

jonathan.d.williams@wwutilities.co.uk

Country

United Kingdom

Region code

UKL21 - Monmouthshire and Newport

Companies House

05046791

Internet address(es)

Main address

www.wwutilities.co.uk

Buyer's address

www.wwutilities.co.uk

I.3) Communication

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

<https://sourcing4wwu.bravosolution.co.uk/web/login.html>

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

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Internal Communication WWU1242

II.1.2) Main CPV code

- 79900000 - Miscellaneous business and business-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Framework for support with:

Internal communications campaign development/delivery

- Internal communication brand/design support
- Strategic employee communications/engagement delivery
- Delivery and analysis of output of employee engagement surveys
- Pre Qualification Questionnaire is live. Closing date 20th July 2023.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKL - Wales

II.2.4) Description of the procurement

Introduction

We are committed to delivering a quality service for our customers and communities. We are also dedicated to making sure that the service we provide for our colleagues as an internal communications function is of the highest quality. We are authentic and approachable - and our communications need to reflect this.

Our people are the heart of the business and if they are to deliver for our customers, they need to be informed and engaged - and have the right skills to do their job. And quality communications are central to this.

Accessibility is high on our agenda. We have a workforce with wide ranging abilities and literacy levels. We have colleagues working in different roles, at different locations and we must find ways to communicate and engage with all of them.

We have improvements to make but we have made definite progress in the employee engagement space. In 2017 we applied for an accreditation from Investors in People, and we were awarded silver level accreditation, which only 5% of employers achieve on their first attempt.

As we reset post a period of significant change, we want suppliers that can support us, helping us to deliver excellent communications that resonate with our workforce, wherever they are.

It is vital that the suppliers who are awarded a place on the framework agreement have similar philosophies to us and understands the importance of our people and the service we provide for our communities, as well as just how significant health, safety, environment and continual improvement is to our business now and in the future.

Scope of the Contractor's Work

Overview

Wales & West Utilities Limited is looking to appoint creative design, strategic communications, and employee engagement agencies to support the delivery of our internal communications and engagement strategy.

WWU does not currently have a contract for these services in place.

Wales & West Utilities are tendering this contract now as they wish to get the appropriate level of support in place at a challenging time in the energy sector - with increasing focus on sustainability and the future of energy, security of supply, and cost to customers.

Internally, after a period of disruption and change driven by business change to address our new price control and the pandemic, we are focused on settling our business and our colleagues and looking towards the future. This sits alongside our day-to-day activity to

communicate the work we do to keep the gas flowing safely to communities across Wales and southwest England.

The Requirement

Potential providers must make sure that they are able to meet the following specification for the delivery to WWU:

- We intend to put in place a framework agreement with more than one supplier.
- The intention is to contract for an initial term of 3 years with the option to extend for further four years via four 12-month increments.
- The successful providers will be working closely with the Internal Communications team which is a small team of two individuals. On a day-to-day basis this would involve emails, telephone calls and virtual meetings with our Internal Communications Manager and Communications & Colleague Engagement Officer.
- We recently evolved the brand that has been positively received by customers and colleagues alike. We have new brand guidelines in place. Potential providers should demonstrate their ability to interpret, evolve, grow, and broaden this brand across internal digital, print and other channels. To facilitate this, we will share our brand guidelines and specifications.
- As part of this contract, we expect to request the following services:
 - Internal communications campaign development/delivery
 - Internal communication brand/design support
 - Strategic employee communications/engagement delivery
 - Delivery and analysis of output of employee engagement surveys.

We are a small team with a large remit and therefore being able to work effectively and efficiently with our suppliers is paramount. It is crucial that both parties understand and agree on deliverables and deadlines and that high levels of communication are always maintained.

Potential providers should set out an organisational chart that is realistic and lays out the structure of their proposed client team. We would expect openness and transparency in the roles of each team member throughout the contracted period.

Our team at Wales & West Utilities

- We have around 2000 colleagues - broadly split into two distinct groups: approx. 1600 operational staff delivering engineering work, and approx. 400 head office support staff (Finance, Customer Service, HR, etc)
- Our Operations team is built around four main processes: responding to gas emergencies, connecting new homes and businesses to the gas network, maintaining our above ground installations, and upgrading the gas network so its fit for the future.
- We have a number of agency and contractor staff which presents challenges from an internal communications perspective.
- Of our colleagues, only 17% are female, while a large number have worked for the company (and our predecessors) for over 30 years
- Following the Coronavirus pandemic, we have introduced a hybrid working policy, which enables our office-based colleagues to work from home for up to 50% of the working week
- We have recently completed two significant business change exercises:
 - o Voluntary Redundancy
 - o Insourcing of Operational Contractors: we insourced approx. 600 engineering colleagues in 2021-2 to deliver our gas pipe upgrade programme
- A significant business transformation programme is ongoing. The Link programme hopes to change many of our IT systems and business processes.
- There are a number of factors which mean we face some engagement challenges here at WWU; some which are unique to us, others which are a result of external factors.
 - o Back office/home based working vs operational working across disparate locations across a national border.
 - o A broad literacy range.
 - o A wide-ranging spectrum of IT literacy
 - o A change-fatigued workforce (Covid and significant business change simultaneously)
 - o A shift in expectations means that colleagues expect more from the workplace - which has changed culturally due to hybrid working.

Insurances

Contractors are required to have in place at Contract award the following:

- Employer's Liability £2 million
- Public Liability £2 million
- Professional Indemnity £2 million

Process and Timescales

Process

The response to this PQQ and ITT will be used to short list suppliers who have bid. Those who are then shortlisted will be invited to the next stage of the process. Once shortlisted, we will invite potential providers to a presentation. We would expect this to include:

- Introduction to the provider, their existing clients, and their proposed client team
- Examples of their work
- Proposals for how they would help us meet the requirement.

Intellectual Property (IP)

While IP details can be discussed and agreed, at a minimum we would expect to own, and have the right to use, all design documents and assets.

Organisational and Contractual Structure

The map included with this tender documentation shows the operating area of WWU and locations of depots and materials stores.

Scoring Methodology

The evaluation objective for this ITT is to make sure that each tender is fairly, transparently, and consistently evaluated, scored, and documented.

Further detail can be found in the Scoring Methodology document.

Timelines

The indicative timeline for conducting this tender is outlined below and is subject to change. In the event of any changes to these dates, procurement will inform all interested suppliers.

Event Date

PQQ/ITT to be released 16/06/2023

Clarification Deadline for Suppliers 30/06/2023

Clarification Responses back to Suppliers 04/07/2023

ITT close 14/08/2023

Short Listing 28/08/2023

Presentations (for short listed Suppliers) 11/09/2023

Evaluations 18/09/2023

Award 02/10/2023

Tender (PQQ or ITT) Return using Bravo Solution

WWU will provide unique Bravo accounts for each company invited to tender. Tenderers are reminded that they should not leave final upload to the Bravo system until the last day before the tender is due in case there is any delay or slow response due to any reason not under the control of WWU.

Tenders returned after the time and date specified in the tender documentation, for whatever reason, will not be considered.

Technical queries regarding the use of the Bravo portal may be directed in the first instance to the Bravo Helpdesk, details of which can be found on the Bravo homepage.

Requirements for a Compliant Tender

Tenderers are required to comply with the following requirements: -

Tenders are not to be qualified and are to be submitted strictly in accordance with the requirements of the PQQ or ITT Documents.

No unauthorised alterations or additions are to be made to the PQQ or ITT Documents.

Validity Period of Tenders

The Tender must remain valid for a period of six calendar months from date of return of tenders. Prior to expiry of the original Tender validity period, WWU may request, in writing

that tenderers extend the period of validity for a specified additional period.

Confirmation of intention to bid

Tenderers shall confirm their intention to bid through Bravo no later than 10 working days after issue of the tender documents.

Inability to Tender

Any Tenderers that decline to tender shall advise WWU through Bravo.

English Language

All communications in relation to this Tender, and the Contract when placed, must be in the English language.

The Pre Qualification Questionnaire is live with a closing date of 20th July 2023. You will be invited to complete the questionnaire as soon as your expression of interest is received.

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

Yes

Description of renewals

Framework for an initial 3 years. Options to extend for a further 2 years, in 1 year increments.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Framework for an initial 3 years. Options to extend for a further 2 years, in 1 year increments.

II.2.14) Additional information

Participants wanting to participate in this sourcing activity must confirm their expression of interest and ability to provide the service required by e-mailing

rebecca.crisp@wwutilities.co.uk before the deadline of 17th July 2023.

Please include the following information in your email:

- 1) Full company name;
- 2) Main contact details (name, job title, email address, and telephone numbers).

Please note the the tender will be run via our procurement portal Bravo which requires suppliers to be registered to participate, failure to register will result in the supplier not being able to participate in the sourcing event. You can register for Bravo here -

sourcing4wwu.bravosolution.co.uk. In your expression of interest, please also include -

- 3) Bravo registered email address and contact name.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

17 July 2023

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: Yes

VI.3) Additional information

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- 3) Bravo registered email address and contact name

VI.4) Procedures for review

VI.4.1) Review body

Wales & West Utilities Limited

Newport

Country

United Kingdom