

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019181-2024>

Tender

N/A

SSE plc

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2024/S 000-019181

Procurement identifier (OCID): ocds-h6vhtk-0471de

Published 21 June 2024, 2:26pm

Section I: Contracting entity

I.1) Name and addresses

SSE plc

200 Dunkeld Road

Perth

PH1 3AQ

Contact

Paul Midgley

Email

paul.midgley@sse.com

Telephone

+44 7721403676

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

SC117119

Internet address(es)

Main address

<https://www.sse.com/>

Buyer's address

<https://sse.app.jaggaer.com/web/index.html>

I.3) Communication

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

<https://sse.app.jaggaer.com/web/index.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sse.app.jaggaer.com/web/index.html>

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

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

N/A

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

SSEN Distribution requires a number of agents to answer inbound Emergency Calls and provide a significant number of additional agent where there are extreme weather conditions or similar emergency situation.

Problem statement: SSEN Distribution wants to provide the highest level of customer service at all times, but

we are aware that during times of increased power outages as a result of unplanned faults, dirty days and forecasted storms, we require additional resource to provide the same high level of service during BAU days.

SSEN Distribution recognises the extra support customers require during storm events, therefore having an effective way to quickly increase call taking capacity in the event of an unplanned fault or confidently resource for a forecasted storm and is thus considering an outsourcing solution, in addition to our internal storm helper

workforce.

Requirement:

- Provision of trained resource to the required capacity to support peak call volumes when CCC capacity is exceeded (25-35 days per year).

o Note: Fault scenarios are unplanned therefore an 'on demand' type model is preferred.

o Note: Capacity modelling suggests support of up to 45 additional call takers would be required for major

fault scenarios, increasing to >200 in the event of significant storms such as Storm Ciara (Feb 2020).

- Support follow up activities post event such as providing customer progress updates, telephony support to Priority Service Register (PSR) customers, completing final call backs and responding to complaints. Residual activities can continue for a number of days following the onset of a weather event.

Outcomes: Maintenance of SSEN customer service standards during fault and storm scenarios, preserving performance against key performance metrics - average speed of answer (ASA), abandon rate and Broad Measure of Customer Satisfaction (BMCS). This will in turn manage the safety risk associated with delays in taking calls related to reports of damage and other safety issues. KPIs and SLAs to be discussed.

If you are interested in bidding for this contract or require further information please email your Expression of Interest to Paul Midgley at: paul.midgley@sse.com no later than 16:00hrs 22nd July 2024.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

SSEN Distribution requires a number of agents to answer inbound Emergency Calls and provide a significant number of additional agent where there are extreme weather conditions or similar emergency situation.

Problem statement: SSEN Distribution wants to provide the highest level of customer service at all times, but we are aware that during times of increased power outages as a result of unplanned faults, dirty days and forecasted storms, we require additional resource to provide the same high level of service during BAU days.

SSEN Distribution recognises the extra support customers require during storm events,

therefore having an effective way to quickly increase call taking capacity in the event of an unplanned fault or confidently resource for a forecasted storm and is thus considering an outsourcing solution, in addition to our internal storm helper

workforce.

Requirement:

- Provision of trained resource to the required capacity to support peak call volumes when CCC capacity is exceeded (25-35 days per year).

o Note: Fault scenarios are unplanned therefore an 'on demand' type model is preferred.

o Note: Capacity modelling suggests support of up to 45 additional call takers would be required for major fault scenarios, increasing to >200 in the event of significant storms such as Storm Ciara (Feb 2020).

- Support follow up activities post event such as providing customer progress updates, telephony support

to Priority Service Register (PSR) customers, completing final call backs and responding to complaints. Residual activities can continue for a number of days following the onset of a weather event.

Outcomes: Maintenance of SSEN customer service standards during fault and storm scenarios, preserving

performance against key performance metrics - average speed of answer (ASA), abandon rate and Broad Measure of Customer Satisfaction (BMCS). This will in turn manage the safety risk associated with delays in taking calls related to reports of damage and other safety issues. KPIs and SLAs to be discussed.

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Condition of participation & required to be invited to bid.

1. The Supplier operation must be UK & Ireland based and not based offshore.
2. Ability to provide on demand additional agents at short notice
3. Agents must be fluent in spoken & written English and have a good level of comprehension.
4. Either already be registered on the Jagger eSourcing portal or be willing to register on the portal.

Further information on the Jagger portal can be found at the following address:

<https://sse.app.jaggaer.com/web/index.html>

If you meet the above conditions and wish to be invited to bid for this contract please email your expression of interest to Paul Midgley Senior Category Manager at:

paul.midgley@sse.com

Expression of Interest & Applications to be invited to bid must be received not later than 16:00hrs Monday 22nd July 2024.

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

For further details and to submit your expression of interest please email Paul Midgley at: paul.midgley@sse.com no later than 16:00hrs Monday 22nd July 2024.

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 a single operator

In the case of framework agreements, provide justification for any duration exceeding 8 years:

This will be a 4 year term which will be reviewed annually.

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 the receipt of applications for an invitation to tender or to negotiate

Date

22 July 2024

Local time

4:00pm

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

English

IV.2.5) Scheduled date for start of award procedures

30 September 2024

Section VI. Complementary information

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

To be invited to participate in the tender you must submit your expression of interest to paul.midgley@sse.com by no later than 16:00hrs Monday 22nd July 2024.

The full scope of service will be provided upon request please email your request to Paul Midgley at: paul.midgley@sse.com

VI.4) Procedures for review

VI.4.1) Review body

SSE Service PLc

Glasgow

Country

United Kingdom