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Tender

Voice of the Customer Platform

AFFINITY WATER LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-022582

Procurement identifier (OCID): ocds-h6vhtk-02dfa5

Published 10 September 2021, 4:32pm

Section I: Contracting entity

I.1) Name and addresses

AFFINITY WATER LIMITED

Tamblin Way

HATFIELD

AL109EZ

Contact

Nikhil Sharma

Email

nikhil.sharma@affinitywater.co.uk

Telephone

+44 7594523917

Country

United Kingdom

NUTS code

UKH - East of England

Internet address(es)

Main address

www.affinitywater.co.uk

I.3) Communication

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

<https://in-tendhost.co.uk/affinitywater.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/affinitywater.aspx/Home>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Voice of the Customer Platform

Reference number

C-03775

II.1.2) Main CPV code

- 48482000 - Business intelligence software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Analytical tool that can inform the day-to-day customer measure of experience.

Analysis of individual customer engagements

Sentiment analysis for customer contacts and social media analysis

Both text and e-mail surveying capability

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48900000 - Miscellaneous software package and computer systems

II.2.3) Place of performance

NUTS codes

- UKH - East of England

Main site or place of performance

Hatfield, Hertfordshire

II.2.4) Description of the procurement

Provision of Software as described in the tender document

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

option to extend upto 60 months

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

by upto 2 years

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

22 October 2021

Local time

4:00pm

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: No

VI.4) Procedures for review

VI.4.1) Review body

Anglian Water Limited

Tamblin Way

Hatfield

AL10 9EZ

Country

United Kingdom