This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/026203-2023">https://www.find-tender.service.gov.uk/Notice/026203-2023</a>

Tender

## **Customer Smart Video**

Wales & West Utilities

F05: Contract notice - utilities

Notice identifier: 2023/S 000-026203

Procurement identifier (OCID): ocds-h6vhtk-03fa1e

Published 5 September 2023, 1:53pm

## **Section I: Contracting entity**

## I.1) Name and addresses

Wales & West Utilities

Wales & West House, Spooner Close, Coedkernew

**NEWPORT** 

NP108FZ

#### Contact

Rebecca Crisp

#### **Email**

rebecca.crisp@wwutilities.co.uk

### Country

**United Kingdom** 

### Region code

UKL21 - Monmouthshire and Newport

### **Companies House**

05046791

#### Internet address(es)

Main address

https://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 electronically via

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

## 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

**Customer Smart Video** 

Reference number

WWU1338

#### II.1.2) Main CPV code

• 48445000 - Customer Relation Management software package

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

Wales and West Utilities (WWU) prides itself on offering customers high levels of service which are fully inclusive and offer choice to customers on how they interact with WWU. In addition to traditional telephone, written, email, text and social media, we are looking to include a video capability which offers the customer the ability to record a short video following a simple script which allows WWU staff to quickly assess the situation and provide an answer or resolution quickly without the need for an operational site visit.

The aim of this service is to provide WWU with increased productivity of its engineers and a reduced carbon footprint through less onsite visits, as well as higher levels of customer satisfaction.

The service must allow our customers to record and submit short videos via links sent to smart phones/mobile devices to initially support these key processes:

- General enquiries and complaints
- Connections new service and alterations
- Checking sites are ready ahead of connections work

The product must:

• Have a proven track record of delivery for businesses and customers

- Be used on all mobile phones and tablets running iOS and Android software.
- Be accessible to customers via "contact us" page on our website
- Be accessible via a link sent to the customer, they must not have to download an app
- Allow for instructions to be included for the customer to follow to guide the video recording, photo capture and verbal commentary.
- Capture date, time and geographical location of when the video is captured
- Allow for additional information to be captured through drop down and free text fields, customisable by WWU
- Videos must be easy to find and accessible by WWU ideally using a WWU reference number so it can be linked to the specific job
- Supplier must have a dashboard available for each process which shows as minimum -
- o how many links have been sent
- o How many videos have been returned
- o Status of links
- o Return on investment
- o Green mile savings
- o Staff usage figures which can be used to identify training needs if required

#### II.1.6) Information about lots

This contract is divided into lots: No

## II.2) Description

#### II.2.3) Place of performance

NUTS codes

- UKK South West (England)
- UKL Wales

### II.2.4) Description of the procurement

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- Supplier must have a dashboard available for each process which shows as minimum -

- o how many links have been sent
- o How many videos have been returned,
- o Status of links,
- o Return on investment
- o Green mile savings,
- o Staff usage figures which can be used to identify training needs if required

**Expression of Interest** 

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

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 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.

#### 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 renew up to 24 months in annual increments

## II.2.10) Information about variants

Variants will be accepted: No

## II.2.11) Information about options

Options: Yes

Description of options

option to renew up to 24 months in annual increments

# 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

5 October 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.4) Procedures for review

VI.4.1) Review body

Wales & West Utilities

Newport

Country

**United Kingdom**