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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.wvutilities.co.uk/>

I.3) Communication

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

<https://sourcing4www.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://sourcing4www.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