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Tender

## **Business Process Outsourcing**

Dwr Cymru Cyfyngedig

F05: Contract notice – utilities

Notice identifier: 2024/S 000-026797

Procurement identifier (OCID): ocds-h6vhtk-0492e3

Published 22 August 2024, 11:03am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Dwr Cymru Cyfyngedig

Fortran Road, St Mellons

Cardiff

CF3 0LT

#### **Email**

[Rebecca.Whitehead@dwrcymru.com](mailto:Rebecca.Whitehead@dwrcymru.com)

#### **Telephone**

+44 2920740450

#### **Country**

United Kingdom

#### **Region code**

UKL - Wales

**Internet address(es)**

Main address

[www.dwrcymru.com](http://www.dwrcymru.com)

**I.3) Communication**

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

<https://dwrcymru-welshwater.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwrcymru-welshwater.bravosolution.co.uk/web/login.html>

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://dwrcymru-welshwater.bravosolution.co.uk/web/login.html>

**I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Business Process Outsourcing

Reference number

DCWW1870

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

DCC are looking for a suitably experienced and capable organisation to provide Business Process Outsourcing (BPO) for a number of back and front office activities. The BPO service provider will work with DCC's onshore teams to deliver its account, credit and workforce management objectives by managing the office-based processes and activities within the work streams.

#### **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**

Business Process Outsourcing (BPO) for a number of back and front office activities.

#### **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

96

This contract is subject to renewal

Yes

Description of renewals

At the discretion of DCC.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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### **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

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## **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

23 September 2024

Local time

10:00am

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

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **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**

Participation instructions — how to express interest in this opportunity.

1) Register your organisation on the DCC eSourcing Portal (this is only required once so please check whether there is an existing account registered for your organisation — multiple users can be added as required);

2) Express an interest in the opportunity:

— log in to the portal with your username and password,

— click the 'PQQs/ ITTs Open to all Suppliers' link,

— click on the relevant PQQ/ ITT to access the content,

— click the 'Express Interest' button at the top of the page — this will move the PQQ/ ITT into your 'My PQQs/ITTs' page (this is a secure area reserved for your projects only),

— you can now access any attachments by clicking 'Attachments' in the 'PQQ/ ITT details' box.

3) Responding to the Opportunity

— click 'My Response' under 'PQQ/ ITT details'. You can choose to 'Create response' or 'Decline to Respond',

— you can now use the messaging function to communicate with the buyer and seek any clarification,

- note the deadline for completion and follow the onscreen instructions to complete your response — there may be a mixture of online and offline actions for you to perform,
- you must then submit your reply using the 'Submit Response' button at the top of the page. Please Note the following
- you must download the documents yourself after you have expressed interest, they will not be sent to you,
- expressions of Interest will ONLY be accepted through the eSourcing Portal
- all documentation must be returned electronically via the eSourcing Portal,
- if you require any further assistance please consult the online help, or contact the eSourcing helpdesk using the contract information provided on the home page.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

High Court of England and Wales

City of Westminster

Country

United Kingdom