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Tender

Customer Journey Mapping

Natural Resources Wales

F02: Contract notice

Notice identifier: 2021/S 000-030568

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

Published 8 December 2021, 4:15pm

Section I: Contracting authority

I.1) Name and addresses

Natural Resources Wales

Ty Cambria House, 29 Newport Road

Bangor

LL57 2DW

Contact

Peter Lees

Email

peter.lees@cyfoethnaturiolcymru.gov.uk

Telephone

+44 300654916

Country

United Kingdom

NUTS code

UKL - Wales

Internet address(es)

Main address

<http://naturalresourceswales.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0110

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://etenderwales.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etenderwales.bravosolution.co.uk>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Environment

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Journey Mapping

Reference number

91294

II.1.2) Main CPV code

- 79212110 - Corporate governance rating services

II.1.3) Type of contract

Services

II.1.4) Short description

With the recent creation of a new Customer Experience Team, we seek detailed insight to support delivery of a customer-centric approach to our products and services through detailed Customer Journey Mapping; to be led by an independent and external organisation. Customer Journey Mapping activity will underpin a new Customer Experience & Stakeholder Management strategy and will inform strategic activity and delivery of the strategy in Years 2 and 3. T

II.1.5) Estimated total value

Value excluding VAT: £150,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342310 - Customer survey services
- 79212110 - Corporate governance rating services

II.2.3) Place of performance

NUTS codes

- UKL - Wales

Main site or place of performance

Across Wales

II.2.4) Description of the procurement

Since its creation in 2013, NRW has never measured the holistic customer experience. Historically, any mapping activity has been conducted with an internal view and by internal staff. With the recent creation of a new Customer Experience Team, we seek detailed insight to support delivery of a customer-centric approach to our products and services through detailed Customer Journey Mapping; to be led by an independent and external organisation. Customer Journey Mapping activity will underpin a new Customer Experience & Stakeholder Management strategy and will inform strategic activity and delivery of the strategy in Years 2 and 3. The successful provider will be able to deliver the service in both Welsh and English. Full details in specification.

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

12

This contract is subject to renewal

No

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

Section III. Legal, economic, financial and technical information

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As detailed in specification

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

20 January 2022

Local time

2:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

20 January 2022

Local time

2:30pm

Place

EtenderWales

Information about authorised persons and opening procedure

Procurement Lead will open tenders on Etender after the deadline

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=116607

(WA Ref:116607)

The buyer considers that this contract is suitable for consortia.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom