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Tender

Realtime Customer Contact

ANGLIAN WATER SERVICES LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-030889

Procurement identifier (OCID): ocds-h6vhtk-04a35e

Published 27 September 2024, 8:37am

Section I: Contracting entity

I.1) Name and addresses

ANGLIAN WATER SERVICES LIMITED

Lancaster House Lancaster Way, Ermine Business Park

HUNTINGDON

PE296XU

Contact

Rebecca Longman

Email

rlongman@anglianwater.co.uk

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Companies House

2366656

Internet address(es)

Main address

<https://anglianwater.co.uk>

I.3) Communication

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

<https://esourcing.scanmarket.com/Events/PublicEvents/3004/57aa08f02740e2c172f509ae0fa4807a/all>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://esourcing.scanmarket.com/Events/PublicEvents/3004/57aa08f02740e2c172f509ae0fa4807a/all>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Realtime Customer Contact

Reference number

PA 2024 1161

II.1.2) Main CPV code

- 75100000 - Administration services

II.1.3) Type of contract

Services

II.1.4) Short description

Anglian Water Services Ltd (Anglian Water) is undertaking a Procurement Exercise to assess Bidders for the provision of Real time customer contact and associated activities to improve resilience and adapt to technological changes as set out in the specification and draft contract documentation.

The scope will cover a proportion of inbound telephony channels and outbound dialler (in addition WhatsApp and Live chat) negating the need for onshore resource post 4pm weekdays and during weekends. All workstreams contained within the contract will require judgement based thinking at different levels of complexity.

For further information regarding this sourcing event please refer to the Bidder RFI/RFP Guidance document that is attached to the scanmarket event.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

Main site or place of performance

This contract is not restricted to being performed in the East of England.

II.2.4) Description of the procurement

As per the Short description in section II.1.4 and for further detail please see the Bidder RFI/RFP Guidance Doc.

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

120

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Applicants will be assessed in accordance with the Utilities Contract Regulations 2016 on the basis of information provided in Applicants tender responses.

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

31 October 2024

Local time

11:00pm

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 Services

Huntingdon

Country

United Kingdom