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Tender

## **NW2426 Customer Feedback Platform**

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-033291

Procurement identifier (OCID): ocds-h6vhtk-0387d7

Published 23 November 2022, 4:31pm

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

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

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

#### **Contact**

Philippa Longstaff

#### **Email**

[philippa.longstaff@nwl.co.uk](mailto:philippa.longstaff@nwl.co.uk)

#### **Telephone**

+44 7516587560

#### **Country**

United Kingdom

**Region code**

UKC14 - Durham CC

**Companies House**

02366703

**Internet address(es)**

Main address

<https://www.nwl.co.uk/>

**I.3) Communication**

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

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

**I.6) Main activity**

Water

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## **Section II: Object**

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

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

NW2426 Customer Feedback Platform

Reference number

NW2426

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

- 79342310 - Customer survey services

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

Services

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

Northumbrian Water requires a true "Voice of the Customer" and Customer Resolution tool with the capability to proactively communicate with customers via text and email. It should allow us to identify both good and bad customer journeys, providing praise and affirmation where appropriate and ensuring that our limited resource is appropriately directed where customers are telling us there are issues.

This contract will cover both Northumbrian Water as well as Essex & Suffolk Water. This will be a 3-year contract with the option to extend for a further 2 years. Contract start date will be 1st January 2024.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79342311 - Customer satisfaction survey
- 79342320 - Customer-care services

#### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

#### **II.2.4) Description of the procurement**

Northumbrian Water requires a true "Voice of the Customer" and Customer Resolution tool with the capability to proactively communicate with customers via text and email. It should allow us to identify both good and bad customer journeys, providing praise and affirmation where appropriate and ensuring that our limited resource is appropriately directed where customers are telling us there are issues.

Without this direct customer feedback, a huge amount of time and energy could be invested in looking to improve processes that may well be delivering effective services to our customers, whilst those that aren't are missed, as we assume they are working. The feedback provides information that is unhindered by any internal bias, be that conscious or unconscious, ensuring that appropriate data led decisions can be made.

The solution should be tailored towards highlighting what we as a business operationally do well and point us towards the areas that we need to work on and improve highlighting customer pain points per customer journey per department and contact channel. The solution should be able to categorise key topics & themes by sentiment with the use of text analytics and sentiment engine based on a taxonomy that befits our industry.

The surveys should be flexible and agile to be able to alter the wording when needed and the reporting should be easy to set up and use to create visually compelling insights to bring the customers experience to life.

The dashboard should be intuitive and visually striking highlighting key themes and topics with league tables and other statistical gadgets.

NWL are also looking for a proactive trend analysis function in the platform.

SMS text or Email survey all current inbound customer contacts that are in scope (to be decided by NWL) will be provided to the supplier. NWL will exclude contacts they do not wish surveyed from the data provided. For example, contacts where the customer has indicated they want to opt out of surveys or are linked to a deceased customer. NWL will determine the timing of the surveys. The surveys will cover North and South customers of NWL, Northumbrian Water and Essex and Suffolk Water.

#### **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

No

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

After the initial 36 months, an optional 24 months extension will be available.

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## **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

As stated in the procurement documents

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Selection criteria as stated in the procurement documents.

Minimum level(s) of standards possibly required

Selection criteria as stated in the procurement documents.

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Selection criteria as stated in the procurement documents.

#### **III.1.6) Deposits and guarantees required**

If the Dun and Bradstreet credit rating returns a rating of 'above average risk' or 'high risk', the contracting entity will request further financial information for review and a parent company guarantee may be required.

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Please see the terms and conditions in the procurement documents.

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

These will be set out in the tender documents

## **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

9 December 2022

Local time

12:00pm

#### **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: No

### **VI.3) Additional information**

Applicants are asked to note that this procurement process will be conducted electronically with all documents and communication being managed through the Northumbrian Water eSourcing Spend Management portal called 'Ariba'.

Expressions of interest for this tender must be sent to the e-mail address [expressions@nwl.co.uk](mailto:expressions@nwl.co.uk) before the deadline date of 09 December 2022 at 12 noon. Once expression of interest has been received that contains the details below, applicants will be given access to the Ariba portal within 48 hours from request. This portal will contain all the tender documents associated with this procurement that are available at the time. An email link will also be provided to the email address you provide to access the portal. The deadline for return of the completed PQQ is 16 December 2022 at 12 noon. When sending expression of interest, applicants must provide the following information: 1) Full company name 2) Main contact details of the person who will be given access to the Ariba portal - Name, job title, E mail address and telephone.

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

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

NWL Legal Department

Northumbrian Water LIMITED, Abbey Road, Pity Me

Durham

DH1 5FJ

Country

United Kingdom