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Planning

Customer Contact Centre Software

WALES & WEST UTILITIES LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-033388

Procurement identifier (OCID): ocids-h6vhtk-04acde

Published 16 October 2024, 2:39pm

Section I: Contracting entity

I.1) Name and addresses

WALES & WEST UTILITIES LIMITED

Wales & West House, Spooner Close, Celtic Springs, Coedkernew

NEWPORT

NP108FZ

Contact

Peter Andrew Tune

Email

peter.tune@wwutilities.co.uk

Telephone

+44 7967844390

Country

United Kingdom

Region code

UKL21 - Monmouthshire and Newport

Justification for not providing organisation identifier

Sole trader

Internet address(es)

Main address

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

I.3) Communication

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

<https://www.achilles.com/uvdb/>

Additional information can be obtained from the above-mentioned address

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 Contact Centre Software

Reference number

WWU1382

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

Wales West Utilities Ltd (WWU) requires a new and / or upgraded Customer Contact Centre Software.

It is vitally important that WWU selects the right organisations to provide the exceptional level of performance that will be required to meet the challenges ahead. As this requirement is mandated to WWU by OfGEM, it is vital that the supplier who are awarded the contract have similar philosophies to us and understand the importance continual improvement to our ongoing business.

II.1.5) Estimated total value

Value excluding VAT: £800,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKL21 - Monmouthshire and Newport

Main site or place of performance

Wales & West Utilities Ltd, Wales & West House, Spooner Close, Celtic Springs, Newport, NP10 8FZ.

II.2.4) Description of the procurement

The systems shall have the following attributes;

Enable WWU to maintain a call centre system to satisfy its licence agreement.

Ensure teams currently using CxEngage as their primary telephony solution continue to have a contact centre software solution.

Ensure that the solution is scalable and can include additional users should more users be required, e.g., Despatch, Streetworks and Reinstatement.

Integration to existing WWU systems (SAP C/4 HANA primary interface).

Ensure that key interactive voice response (IVR) function is maintained.

Maintain all existing communication channels (true omni-channel experience for customers and agents for customer contact (call, text, email, WhatsApp).

Maintain real-time and historical reporting and product-market fit (PMF) capabilities.

Maintain call recording functionality.

Artificial intelligence (AI) to be part of the new customer contact centre solution.

II.2.14) Additional information

WWU Procurement Department intends to undertake market engagement activities to explore the market and comprehend Customer Contact Centre Software innovation available in the market. This will include capturing information from companies to understand the range of software features and functionality that potential firms can provide.

The sessions will be comprised of informal face to face market engagement sessions hosted at Wales & West Utilities Ltd, Wales & West House, Spooner Close, Celtic Springs, Newport, NP10 8FZ. Virtual sessions can be arranged upon request and the knowledge gained from all sessions shall contribute towards the approach to the tender. The sessions will be held during Week Commencing 2nd December 2024 and the market engagement sessions will offer an opportunity for WWU Representatives to explain the requirement further and obtain knowledge from participants.

Appropriate Customer Contact Centre Software related businesses that wish to participate in these sessions should directly contact Peter.tune@wwutilities.co.uk to express an interest.

WWU may using Achilles UVDB to publish the Qualification System Notice to advertise the tender.

II.3) Estimated date of publication of contract notice

28 February 2025

Section IV. Procedure

IV.1) Description

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

English

Section VI. Complementary information

VI.3) Additional information

WWU may be using Achilles UVDB to publish the Qualification System Notice to advertise the tender.