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Planning

Proactive communications and engineer arrival tracking service

Wales & West Utilities Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-044948

Procurement identifier (OCID): ocds-h6vhtk-056aad

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Scope

Reference

WWU1397

Description

We are looking for a supplier to provide automated communication to customers throughout their journey as well as engineer arrival tracking services for our connections customers.

The service will be used to send auto notifications via SMS. email or other messaging service to: -

- Confirm agreed appointment dates/times.
- Send reminders of upcoming appointments at set intervals in advance of start date
- Send instructions/updates at relevant touch points in the customer journey to include

links to website and PDF documents

- Provide live estimated time of arrival (ETA) tracking and location-triggered updates.
- Have two-way communication so customers can chat with engineers
- Collect real-time feedback from customers after work completion
- Provide analytics on customer satisfaction and feedback
- Be able to integrate with SAP ECC6 and CRM
- Provide an online dashboard for monitoring by office-based staff

We are looking for an off the shelf, market tested solution. We are not looking to develop a bespoke solution.

Total value (estimated)

- £350,000 excluding VAT
- £420,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2030
- Possible extension to 30 June 2033
- 7 years

Main procurement category

Goods

CPV classifications

- 48510000 - Communication software package

Contract locations

- UKK - South West (England)
- UKL - Wales

Engagement

Engagement deadline

5 September 2025

Engagement process description

If you wish to participate in the pre market engagement, please email Rebecca.Crisp@wwutilities.co.uk expressing your interest.

We will be speaking to a maximum of 4 suppliers, chosen on a first come first serves basis, and will be holding a 40 minute conversation (via Teams) with each of them which will allow you to present your solution to WWU. A detailed agenda will be provided when we have agreed to include you in the process.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Wales & West Utilities Limited

- Companies House: 05046791
- Public Procurement Organisation Number: PMVL-3238-DQDX

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United Kingdom

Contact name: Becky Crisp

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Region: UKL21 - Monmouthshire and Newport

Organisation type: Private utility