

1 June 2016

## Invitation Letter

### Customer and Staff Digital Experience Capability

#### Reference No. UW340437

Dear Prospective Offeror

The Northern SEQ Distributor-Retailer Authority trading as Unitywater ("Unitywater") invites offers for the abovementioned contract. Offers shall be submitted in accordance with the requirements outlined within this Invitation Letter and the documents that comprise this Request for Proposal (RFP).

#### Contract Objectives

The objective of this RFP is to identify service provider(s) who can deliver and support a fit for purpose solution(s) to provide effective and efficient customer and staff digital experiences.

As part of Unitywater's Online Services Program, there are three projects underway within the areas of the customer self-service portals, customer website and staff intranet.

There are also two future projects being considered to deliver Customer Relationship Management and Omni-Channel Customer Contact capabilities. These capabilities would need to seamlessly integrate with the solution(s) for the portals, website and intranet.

#### Industry Briefing

An industry briefing will be held for this RFP.

Offerors are advised that attendance at the briefing is non mandatory. Offerors who cannot attend in person will have the option to view the briefing via video conference.

Industry briefing details:

Time and date: 10.00am (AEST) Monday 13 June 2016  
Location: u&u. Recruitment Partners  
Level 12, 259 Queen Street, Brisbane

Offerors are to RSVP to the briefing, advising if they are attending in person or via video conference, by emailing [tenders@unitywater.com](mailto:tenders@unitywater.com) by close of business Wednesday 8 June 2016.

Offerors who are unable to attend in person or via video conference will be able to download a copy of the briefing presentation from the QTenders website on the day of the briefing. Any information that was gained during the briefing will be made available on the QTenders website.

### Submissions

OFFERS CLOSE 2:00PM (AEST), 1 JULY 2016

Submissions are to be made electronically only via the Queensland Government eTender website <http://www.hpw.qld.gov.au/qtenders> ("QTenders").

### RFP Enquiries

All enquiries in relation to this RFP must be in writing via the QTenders Online Discussion facility within QTenders. All prospective Offerors will be privy to response information. The identity of any Offeror posting an enquiry will not be divulged by Unitywater when a response is posted.

### Request for Proposal Documents

The RFP comprises the following documents:

- Section 1-5 *Request for Proposal*
- Section 6 *Returnable Schedule – Non Price – Part 1 and Part 2*

### Assessment of Offers

Unitywater's objective in evaluating Offers is to secure the best value for money solution. Unitywater will not be bound to accept either the lowest priced Offer or any Offer not compliant with all of the requirements of this RFP.

### Selection Criteria – Shortlisting

The following Selection Criteria will be used to shortlist Offers to the demonstration stage(s):

- Price
- Functional Requirements
- Non-Functional Requirements
- Company/Product Reputation

Yours sincerely



Jennifer Dowell  
**Buyer**