

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000162-2025>

Award

Services-Contract-Vyntelligence Software Capabilities

United Utilities Water Limited

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-000162

Procurement identifier (OCID): ocds-h6vhtk-04cd7e

Published 6 January 2025, 11:01am

Section I: Contracting authority/entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Daniel Weir

Email

daniel.weir@uuplc.co.uk

Telephone

+44 07350379064

Country

United Kingdom

Region code

UKD - North West (England)

National registration number

02366678

Internet address(es)

Main address

<https://www.unitedutilities.com>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Services-Contract-Vyntelligence Software Capabilities

Reference number

PRO004838

II.1.2) Main CPV code

- 92111000 - Motion picture and video production services

II.1.3) Type of contract

Services

II.1.4) Short description

The requirement is to supply an asynchronized video SaaS license agreement with specific water utility company technology to support the United Utilities Wholesale

business and its need to provide remote assurance, operational efficiency and improve compliance across the business with use of artificial intelligence.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,800,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)
- UK - United Kingdom

II.2.4) Description of the procurement

The contractual arrangement for the service will include:

- Unlimited User access to the software
- Asynchronous Multimedia Data Capture with AI powered intelligence & collaboration
- Open API integrations with industry 3rd party platforms e.g. Salesforce, IBM Maximo, Oracle and websites
- Complex AI Scene recognition
- GenAI – Speech and visual summarization

The contractual arrangement for services will include:

- Pre and post sales application support
- Technical support and training
- Software licences
- Highest levels of security and data privacy standards applicable to National

Infrastructure safety requirements, ideally with multiple Utilities clients

- App must support offline data capture and storage with automatic upload when signal restored with GPS tracking

In delivering the service under this contractual agreement, it is a requirement that the Supplier shall comply with the relevant technical standards which will be detailed within the agreement.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

United Utilities conclusion is that the significant extra technical steps required to both transition to, and implement non-incumbent technology would present disproportionate technical difficulties when compared to continuing to procure additional supplies from the incumbent economic operator. It is therefore, necessary to conduct a negotiated procedure without prior call for competition, as highlighted above United Utilities have acted in good faith prior to coming to this decision based on the due diligence that has been conducted.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

Title

Services-Contract-Vyntelligence Software Capabilities

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

6 January 2025

V.2.4) Information on value of contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession: £1,800,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England & Wales

City of Westminster

London

Country

United Kingdom