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Planning

## **Services -Contract - Second Line Support of STS GeoSCADA**

United Utilities Water Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2022/S 000-001474

Procurement identifier (OCID): ocds-h6vhtk-030c5b

Published 18 January 2022, 2:06pm

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

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

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

#### **Contact**

Jack Bate

#### **Email**

[RegulatoryProcurementTeam@uuplc.co.uk](mailto:RegulatoryProcurementTeam@uuplc.co.uk)

#### **Telephone**

+44 1925000000

**Country**

United Kingdom

**NUTS code**

UKD - North West (England)

**National registration number**

02366678

**Internet address(es)**

Main address

<http://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Water

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## **Section II: Object**

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

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

Services -Contract - Second Line Support of STS GeoSCADA

Reference number

PRO004559

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

- 72261000 - Software support services

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

Services

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

United Utilities (UU) Strategic Telemetry System (STS) is a mission critical system deployed to enable the remote monitoring and control of UU assets from the ICC. UU's current install is Schneiders GeoSCADA system.

The scope of the agreement will be the support and maintenance of our STS. The agreement allows for a 24x7x365 incident coverage. UU will provide the first response with 2nd Line support being provided. The scope covers:

- Hardware Services – repair/return services
- Software Services – Bug fix and test
- Service management
- Incident management
- Monitoring and support – Master System to enable remote diagnosis for chronic remote telemetry unit (RTU) failure.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 72261000 - Software support services

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

NUTS codes

- UKD - North West (England)

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

United Utilities (UU) Strategic Telemetry System (STS) is a mission critical system deployed to enable the remote monitoring and control of UU assets from the ICC. UU's current install is Schneiders GeoSCADA system.

The scope of the agreement will be the support and maintenance of our STS. The agreement allows for a 24x7x365 incident coverage. UU will provide the first response with 2nd Line support being provided. The scope covers:

- Hardware Services – repair/return services
- Software Services – Bug fix and test
- Service management
- Incident management
- Monitoring and support – Master System to enable remote diagnosis for chronic remote telemetry unit (RTU) failure.

Services include:

- 24x7 service desk contactable by telephone, email and via web interface
- 24x7 support for all components including any required on site engineering attendance
- Incident management in line with UU procedures
- Problem management in line with UU procedures
- Provision of Service summary and detailed service level report to an agreed calendar

- Compliance to agreed KPI's and/or Service levels
- Provision of monitoring of all supported components
- Provision of a secure portal for UU to access providers services and reporting

For further information please refer to the document attached to this notice named Appendix A - Detailed Scope Second Line Support of GeoSCADA

#### **II.2.14) Additional information**

This PIN is a request for information only at this stage. A future procurement is planned and we estimate the Contract Notice will be published later in the year 2022.

Response deadline (UK time): 01/02/2022 17:00

#### **II.3) Estimated date of publication of contract notice**

30 June 2022

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### **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

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### **Section VI. Complementary information**

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

Instructions for response can be found by selecting event ID 48893 from the list of events found at the link below:

<https://uk.eu-supply.com/ctm/supplier/publictenders?B=UNITEDUTILITIES>

If you are not registered on Merrell EU Supply, please refer to the New Supplier Registration guide which has been uploaded on to the event. Respondents are asked to complete and return the response sheet and direct all questions via Merrell EU Supply.

Response deadline (UK time): 01/02/2022 17:00

