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Tender

Automated Payment Services

ENERGIA GROUP NI HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-001748

Procurement identifier (OCID): ocds-h6vhtk-03990b

Published 19 January 2023, 4:39pm

Section I: Contracting entity

I.1) Name and addresses

ENERGIA GROUP NI HOLDINGS LIMITED

Greenwood House 64 Newforge Lane

Belfast

BT95NF

Contact

Debra Stevenson

Email

Debra.stevenson@powerni.co.uk

Telephone

+44 2890685064

Country

United Kingdom

Region code

UKN06 - Belfast

Companies House

NI033250

Internet address(es)

Main address

<https://www.energiagroup.com/>

I.3) Communication

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

<https://procurement.energiagroup.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procurement.energiagroup.com/>

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Automated Payment Services

Reference number

EG22001

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Energia Group is seeking to procure Automated Payment services (Payment Services), for the processing of online customer payments within both NI and ROI and support of the current websites and apps.

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package
- 48400000 - Business transaction and personal business software package
- 48600000 - Database and operating software package
- 48800000 - Information systems and servers
- 48900000 - Miscellaneous software package and computer systems
- 72210000 - Programming services of packaged software products
- 72230000 - Custom software development services
- 72250000 - System and support services
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

Energia Group are seeking to appoint a contractor to provide a range of Automated Customer Payment Services for the processing of online customer payments in Northern Ireland and the Republic of Ireland (RoI) via internet and mobile device applications.

A brief description of the Payment Services required, is set out below:

Service Name Contractor/s Service Requirements

Keypad Transactions

- 1 The ability for "pay as you go" (known as "Keypad") customers to buy electricity by online channels (Web & App).
- 2 The ability for Keypad customers to have their Powercode re-issued by online channels.

Account Balances and Full / Part Bill Payments

- 1 The ability for billed customers (i.e. non-Keypad) to obtain their account balance by online channels (Web & App).
- 2 The ability for billed customers (i.e. non-Keypad) to make full bill or part bill payments by online channels.

Network Services Provision of both a real-time payment facility and batch file upload process to enable the collection of payments and capture customer reference details.

Reporting Provision of on-line daily summary & detail reports of the transactions processed.

Settlement

- 1 Pay to Energia Group all payments collected from customers, less any authorised refunds made.
- 2 Operate effective systems to ensure the timely transmission of payments to Energia Group.

App & Web support

Support and provision of existing of Power NI and Energia payment pages and existing

mobile applications.

Customer Payment Methods and Indicative Volumes in NI

Power NI currently supplies electricity to 39,000 businesses and 477,000 domestic customers in NI and offer a range of tariffs. Approximately 179,000 of Power NI's domestic customers have an innovative Keypad meter (PAYG) installed.

Energia Domestic supplies electricity to 200,000 customers with approximately 300 of these customers using a Keypad meter.

Energia Commercial supplies electricity to 23,000 customers. 2,000 of these customers are in NI with the remaining 21,000 in ROI.

Details of the current number and value of Power NI transactions is set out below:

Customer Detail Number of transactions per annum

Bill payment (Domestic & Commercial) via on line and mobile applications c161k

Keypad Top Up (Domestic Only) via on line and mobile applications C2.8m

Sub-total C2.96m

Details of the current number and value of Energia transactions is set out below:

Customer Detail Number of transactions per annum

Domestic Bill payment via online and mobile applications C225k

Commercial Bill payment via online and mobile applications C6k

Sub-total C231k

Indicative volumes are as follows:

Power NI Keypad Payment Online & App - c2.82m per annum

Power NI Bill Payment Online & App - c161k per annum

Energia Domestic Payments Online & App - c225k per annum

Energia Payment Commercial Payments Online - c6k per annum.

These annual volumes are indicative only and do not constitute a commitment to these volumes due to flexing needs and a change in customer demand.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £2,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further maximum period of 24 months.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 1

Maximum number: 5

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Details are described in the Project Information Memorandum (PIM) and Pre-Qualification Questionnaire (PQQ) which will be available to any Applicant that registers and on request by email to AutomatedPaymentServices@energiagroup.com

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Applicants will be assessed in accordance with the Utilities Contracts Regulations 2016, as amended, on the basis of information provided in response to a pre-qualification questionnaire ("PQQ") in line with those instructions and criteria for qualitative selection outlined in the Project Information Memorandum (PIM).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

23 February 2023

Local time

2:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

9 March 2023

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

Interested parties should contact Procurement at Energia Group at the following email address,

AutomatedPaymentServices@energiagroup.com

to register an interest, and access to the Data Room and relevant documentation will be implemented.

VI.4) Procedures for review

VI.4.1) Review body

Energia Group NI Holdings Limited

Greenwood House 64 Newforge Lane

Belfast

BT9 5NF

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Energia Group NI Holdings Limited will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. Applicants which are unsuccessful shall be informed by Energia as soon as possible after the decision has been made as to the reasons why the Applicant was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, The Utilities Contracts Regulations 2016 provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court (England, Wales, and Northern Ireland). Any such action must generally be brought within 30 days. If a declaration of ineffectiveness is sought, any such action must be brought within 30 days where Energia has communicated the award of the contract and a summary of reasons to tenderers, or otherwise within 6 months of the contract being entered into. Where a contract has not been entered into, the Court may order the setting aside of the award decision or order Energia to amend any documents and may award damages. If the contract has been entered into the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order Energia to pay a fine, and/or order that the duration of the contract/s be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.