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Tender

SAP ECC Support

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2025/S 000-002442

Procurement identifier (OCID): ocds-h6vhtk-04d5dc

Published 23 January 2025, 5:04pm

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

Contact

Thames Water

Email

procurement.support CENTRE@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

02366661

Internet address(es)

Main address

<https://www.thameswater.co.uk>

I.3) Communication

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

<https://forms.office.com/e/0X3s2nuar4>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://thameswater.sharepoint.com/sites/ProcurementSupportCentreBidProcessRepository/FA2220CyberSecurity/SitePages/FA2220-Cyber-Security-Bidder-Landing-Page.aspx>

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SAP ECC Support

Reference number

FA2222

II.1.2) Main CPV code

- 72610000 - Computer support services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of support and maintenance for Thames Water's SAP ECC platform.

II.1.5) Estimated total value

Value excluding VAT: £5,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72610000 - Computer support services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom
- AL - Albania
- AT - Austria
- BE - Belgium
- BG - Bulgaria
- CH - Switzerland
- CY - Cyprus

- CZ - Czechia
- DE - Germany
- DK - Denmark
- EE - Estonia
- EL - Greece
- ES - Spain
- FI - Finland
- FR - France
- HR - Croatia
- HU - Hungary
- IE - Ireland
- IS - Iceland
- IT - Italy
- LI - Liechtenstein
- LT - Lithuania
- LU - Luxembourg
- LV - Latvia
- ME - Montenegro
- MK - North Macedonia
- MT - Malta
- NL - Netherlands
- NO - Norway

- PL - Poland
- PT - Portugal
- RO - Romania
- RS - Serbia
- SE - Sweden
- SI - Slovenia
- SK - Slovakia
- TR - Turkey
- 1A - Kosovo
- AD - Andorra
- AE - United Arab Emirates
- AF - Afghanistan
- AG - Antigua and Barbuda
- AI - Anguilla
- AM - Armenia
- AO - Angola
- AQ - Antarctica
- AR - Argentina
- AS - American Samoa
- AU - Australia
- AW - Aruba
- AZ - Azerbaijan

- BA - Bosnia and Herzegovina
- BB - Barbados
- BD - Bangladesh
- BF - Burkina Faso
- BH - Bahrain
- BI - Burundi
- BJ - Benin
- BL - Saint Barthélemy
- BM - Bermuda
- BN - Brunei
- BO - Bolivia
- BQ - Bonaire, Sint Eustatius and Saba
- BR - Brazil
- BS - The Bahamas
- BT - Bhutan
- BV - Bouvet Island
- BW - Botswana
- BY - Belarus
- BZ - Belize
- CA - Canada
- CC - Cocos (Keeling) Islands
- CD - Congo (Democratic Republic)

- CF - Central African Republic
- CG - Congo
- CI - Ivory Coast
- CK - Cook Islands
- CL - Chile
- CM - Cameroon
- CN - China
- CO - Colombia
- CP - Clipperton
- CR - Costa Rica
- CU - Cuba
- CV - Cape Verde
- CW - Curaçao
- CX - Christmas Island
- DJ - Djibouti
- DM - Dominica
- DO - Dominican Republic
- DZ - Algeria
- EC - Ecuador
- EG - Egypt
- EH - Western Sahara
- ER - Eritrea

- ET - Ethiopia
- FJ - Fiji
- FK - Falkland Islands
- FM - Micronesia
- FO - Faroe Islands
- GA - Gabon
- GD - Grenada
- GE - Georgia
- GG - Guernsey
- GH - Ghana
- GL - Greenland
- GM - The Gambia
- GN - Guinea
- GQ - Equatorial Guinea
- GS - South Georgia and South Sandwich Islands
- GT - Guatemala
- GU - Guam
- GW - Guinea-Bissau
- GY - Guyana
- HK - Hong Kong
- HM - Heard Island and McDonald Islands
- HN - Honduras

- HT - Haiti
- ID - Indonesia
- IL - Israel
- IM - Isle of Man
- IN - India
- IO - British Indian Ocean Territory
- IQ - Iraq
- IR - Iran
- JE - Jersey
- JM - Jamaica
- JO - Jordan
- JP - Japan
- KE - Kenya
- KG - Kyrgyzstan
- KH - Cambodia
- KI - Kiribati
- KM - Comoros
- KN - St Kitts and Nevis
- KP - North Korea
- KR - South Korea
- KW - Kuwait
- KY - Cayman Islands

- KZ - Kazakhstan
- LA - Laos
- LB - Lebanon
- LC - St Lucia
- LK - Sri Lanka
- LR - Liberia
- LS - Lesotho
- LY - Libya
- MA - Morocco
- MC - Monaco
- MD - Moldova
- MG - Madagascar
- MH - Marshall Islands
- ML - Mali
- MM - Myanmar (Burma)
- MN - Mongolia
- MO - Macao
- MP - Northern Mariana Islands
- MR - Mauritania
- MS - Montserrat
- MU - Mauritius
- MV - Maldives

- MW - Malawi
- MX - Mexico
- MY - Malaysia
- MZ - Mozambique
- NA - Namibia
- NC - New Caledonia
- NE - Niger
- NF - Norfolk Island
- NG - Nigeria
- NI - Nicaragua
- NP - Nepal
- NR - Nauru
- NU - Niue
- NZ - New Zealand
- OM - Oman
- PA - Panama
- PE - Peru
- PF - French Polynesia
- PG - Papua New Guinea
- PH - Philippines
- PK - Pakistan
- PM - Saint Pierre and Miquelon

- PN - Pitcairn, Henderson, Ducie and Oeno Islands
- PR - Puerto Rico
- PS - Occupied Palestinian Territories
- PW - Palau
- PY - Paraguay
- QA - Qatar
- RU - Russia
- RW - Rwanda
- SA - Saudi Arabia
- SB - Solomon Islands
- SC - Seychelles
- SD - Sudan
- SG - Singapore
- SH - Saint Helena, Ascension and Tristan da Cunha
- SJ - Svalbard and Jan Mayen
- SL - Sierra Leone
- SM - San Marino
- SN - Senegal
- SO - Somalia
- SR - Suriname
- SS - South Sudan
- ST - Sao Tome and Principe

- SV - El Salvador
- SX - Sint Maarten (Dutch part)
- SY - Syria
- SZ - Eswatini
- TC - Turks and Caicos Islands
- TD - Chad
- TF - French Southern Territories
- TG - Togo
- TH - Thailand
- TJ - Tajikistan
- TK - Tokelau
- TL - East Timor
- TM - Turkmenistan
- TN - Tunisia
- TO - Tonga
- TT - Trinidad and Tobago
- TV - Tuvalu
- TW - Taiwan
- TZ - Tanzania
- UA - Ukraine
- UG - Uganda
- UM - United States Minor Outlying Islands

- US - United States
- UY - Uruguay
- UZ - Uzbekistan
- VA - Vatican City
- VC - St Vincent
- VE - Venezuela
- VG - British Virgin Islands
- VI - United States Virgin Islands
- VN - Vietnam
- VU - Vanuatu
- WF - Wallis and Futuna
- WS - Samoa
- YE - Yemen
- ZA - South Africa
- ZM - Zambia
- ZW - Zimbabwe

Main site or place of performance

This work can be completed remotely, either in the UK or abroad.

II.2.4) Description of the procurement

Thames Water is tendering for the provision of support services for the SAP ECC platform. This service will involve a third-party resolving flagged issues with the SAP ECC platform and ensuring the platform continues to run as requested by Thames Water.

Thames Water seeks long-term price stability for these services and prefers a 3-year

contract, with allowable 1 year extensions up to a maximum of 5 years in total contract length.

II.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods. The maximum total contract length would be 5 years.

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

Envisaged number of candidates: 5

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Description of options: Any agreement awarded would be for a maximum initial period of 3 years, with options to extend for two further one year periods.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

As detailed in section VI.3 & PQQ.

III.1.6) Deposits and guarantees required

Bonds and/or parent company guarantees of performance and financial standing may be required

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Specified in Invitation to Negotiate Document

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Consortia may be required to form a legal entity prior to award

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

7 February 2025

Local time

10:00am

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

All suppliers who wish to respond to this contract notice must request a pre-qualification questionnaire (PQQ) by using the web link in Section I.3 (www.thameswater.co.uk/procurement).

From your response to the link in Section I.3 or above, Thames Water's Procurement Support Centre will send you an email providing login details for our eSourcing system. To complete the PQQ you will need to login to the project SharePoint site.

If the project requires it, you will receive an additional and separate survey to complete for Data Protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Limited,

Reading

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).