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Tender

Intranet Refresh Project

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2025/S 000-004955

Procurement identifier (OCID): ocds-h6vhtk-04deb8

Published 13 February 2025, 2:39pm

Section I: Contracting entity

I.1) Name and addresses

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

Contact

Struan MacAra

Email

struan.macara@scottishwater.co.uk

Telephone

+44 7880460643

Country

United Kingdom

Region code

UKM - Scotland

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

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

Intranet Refresh Project

Reference number

SW25/DIG/1501

II.1.2) Main CPV code

- 72265000 - Software configuration services

II.1.3) Type of contract

Services

II.1.4) Short description

Scottish Water is looking to refresh its intranet and is seeking a technical partner to help develop, deliver and maintain the solution.

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.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland Wide

II.2.4) Description of the procurement

Scottish Water is looking to refresh its intranet and is seeking a technical partner to help develop, deliver and maintain the solution which will be a cloud-based solution.

We hope our new intranet will;

- Increase access for Mobile, Field & Frontline Workers: Emphasis on mobile functionality and engagement for frontline and field workers.
- Provide excellent User Experience (UX) & Visual Appeal: Focus on user experience and visual design.
- Provide advanced analytics capabilities to aid penetration of communication and support governance.
- Give efficient admin functionality to empower our Internal Comms team
- Improve information finding & knowledge management: Tools for locating information and managing knowledge, with strong M365 and SharePoint integration.
- Be excellent value for money: Cost-effective in delivery and ongoing product management.
- Be carbon neutral.

Key functionality we would like to have is:

1. Content Management:

- effective content management of various media types,
- targeting of communications to groups and/or personas (specifically MS Groups),
- use of templates for accelerated creation and consistent output,
- admin functionality to manage content.
- exploits Microsoft365 as a foundation

2. Integration:

- Integration with EntraID to help present a more personalised experience

3. Mobile and Tablet:

- Great UX for mobile and tablet

4. Accessibility

- Allow all our colleagues to engage with our intranet easily and in a way that works for them.

5. Authentication

- Work with Single Sign-on (with MFA) via EntraID (formally AzureAD)

Additional considerations:

- We would like to introduce a product management approach to our intranet, meaning that the selected vendor would be engaged longer term to provide resource capability to a DevOps team so that we can both maintain and support our intranet, whilst also exploiting new functionality and enabling adaptability into the future. We envisage an 8-year relationship with a review point mid contract.
- Scottish Water is committed to being NetZero by 2040 and we would like all our digital services to be carbon neutral.
- Our existing intranet serves around 5000 employees. Contract partners and service providers also access intranet content, as well as colleagues from our partners and supply chain.
- The contract will include provision to allow the selected partner to work on future intranet, information hub and information portal work if the need arises.
- We want our admin users to be able to fully exploit the solution and excellent training within the project and ongoing is essential. This may take the form of screen based and on occasion in person training.

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: £5,000,000

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

Duration in months

96

This contract is subject to renewal

No

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

Envisaged minimum number: 3

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

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

See Procurement Documents for further information.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

See Procurement Documents for further information.

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.1.8) 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

17 March 2025

Local time

12:00pm

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: 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

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

Email

help@scottishwater.co.uk

Country

United Kingdom

Internet address

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