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Planning

Service Desk & Digital Workplace Transformation Programme

NATIONAL GRID UK LIMITED
NATIONAL GRID USA SERVICE COMPANY, INC.

F04: Periodic indicative notice – utilities
Periodic indicative notice only
Notice identifier: 2024/S 000-005532
Procurement identifier (OCID): ocds-h6vhtk-043b79
Published 20 February 2024, 2:52pm

Section I: Contracting entity

I.1) Name and addresses

NATIONAL GRID UK LIMITED

Grand Buildings,1-3 Strand

LONDON

WC2N5EH

Contact

Andy Wright

Email

andy.wright@nationalgrid.com

Country

United Kingdom

Region code

UKI - London

Companies House

04508773

Internet address(es)

Main address

www.nationalgrid.com

I.1) Name and addresses

NATIONAL GRID USA SERVICE COMPANY, INC.

Waltham

US

Contact

Andy Wright

Email

andy.wright@nationalgrid.com

Country

United States

Region code

US - United States

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.nationalgrid.com

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Service Desk & Digital Workplace Transformation Programme

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

for provision of Service Desk & Digital Workplace Transformation Services across 6 Lots:

1) Digital-First Resolution

2) Future State Support Model

3) Integrated L1 Services

4) Cross-Trained and Specialist IT Services

5) Modernized Print Management

6) Efficient Laptop Procurement

Note - Estimated Total Value across ALL Lots

II.1.5) Estimated total value

Value excluding VAT: 50,000,000 USD

II.1.6) Information about lots

This contract is divided into lots: Yes

The contracting authority reserves the right to award contracts combining the following lots

or groups of lots:

The full and final scope has yet to be fully approved; however, the lots will be split as outlined in this informal notice into six components.Any future contract award could either be for all components, or any combination of the Lots outlined.

II.2) Description

II.2.1) Title

Digital-First Resolution

Lot No

1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Digital-First Resolution- reducing enterprise-wide support workload through automation and empowering digital self-service

a. Employee Journeys

- Develop current and future state end-to-end employee journeys based on end-user personas and best-in-class user experience to maximize self-service and automated ticket resolution within IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting and Facilities end-to-end processes support services, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures. Implementation plan should include necessary supplier resources.

- Design employee journeys to resolve historically L1+ enterprise-wide support tickets

through automation, self-service, and when necessary, AI-assisted human intervention, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures. Implementation plan should include necessary supplier resources.

b. Knowledge Management

- Create a centralized support knowledge base containing relevant and updated articles, guides, solutions and FAQs to address common support issues including IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting and Facilities end-to-end processes support issues

- Integrate knowledge base with unified self-service platform and include guided decision trees for self-troubleshooting based on employee journeys

c. Workflow Management and Integration

- Design a digital-first resolution solutions/workflows in ServiceNow EC Pro based on employee journeys and self-service opportunities, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures. Implementation plan should include necessary supplier resources.

- Develop foundational capabilities and support function maturity and identify additional automation opportunities based on best practices, including a plan how supplier will implement it in cooperation with NG teams and alignment to NG procedures. Implementation plan should include necessary supplier resources.

- Prepare the plan how to integrate workflows within National Grid's systems and applications, e.g., ServiceNow, AI/ Automation platforms, SAP (S4Hana and SuccessFactors), Ariba, etc. in coordination with the NG teams and procedures as well as how they would resource such implementation.

d. AI Chatbot/ AI-Enablement Tools

- Prepare plan for build up and implementation of a virtual agent that will deliver full-serve delivery. Implementation plan needs include resource and consider close cooperation with NG specialized team or under their supervision/direction.

- Prepare plan for build and implementing of AI-powered tools to assist enterprise-wide support agents such as knowledge management enhancement, agent support chatbot, decision support, automated workflow recommendations, and predictive intelligence. Implementation plan needs include resource and consider close cooperation with NG specialized team or under their supervision/direction.

- Prepare plan for enablement of the automated ticket routing, monitoring, and resolution

that would align with NG ecosystem and procedures

II.2.14) Additional information

Suppliers must be registered on Achilles against BOTH of the UVDB Codes below to receive invitation to tender:

2.2.3 IT Consultancy

2.1.3.5 Software Helpdesk Services

II.2) Description

II.2.1) Title

Future State Support Model

Lot No

2

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Design future state support model for Service Desk and Digital Workplace Transformation grounded on principles listed below but not limited to:

- deliver services with cross-functional teams, promoting operational efficiency and adaptability to specific Business needs, while at the same time addressing unique IT support needs

- enable phased implementation of digital-first resolution for the Unified Service Desk*

(starting with IT services) using best in class transformation techniques that aligns with current/ future NG policies and procedures

- delivery of cost efficiency with measurable SLAs and KPIs to track value realization during implementation and BAU

- creation of a strategy for hiring and training of specialised resources (internal and external) to support future state and value delivery

- enablement of continuous improvement in digital employee experience, employee enablement, modern endpoint management, efficient device patching and update, and other strategic enablers of a modern Digital Workplace services function

The successful supplier will establish a transformation management office, document the model using highest industry standards and ensure knowledge transfer from the suppliers to National Grid employees.

*IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting, and Facilities

II.2.14) Additional information

Suppliers must be registered on Achilles against BOTH of the UVDB Codes below to receive invitation to tender:

2.2.3 IT Consultancy

2.1.3.5 Software Helpdesk Services

II.2) Description

II.2.1) Title

Integrated L1 Services

Lot No

3

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Integrated L1 Services

Resolving L1 support needs through an integrated, enterprise-wide service that includes, but not limited to:

- Providing enterprise-wide L1 support utilising a digital-first and AI-enabled resolution strategy with the cross-trained ability to resolve support tickets across IT, HR, Procurement, Record to Report, Order to Cash, Financial Data Reporting and Facilities end-to-end processes.

- Integrating with existing National Grid systems and applications, including enhanced knowledge base, self-service portal, AI-powered agent support tools, SAP (S4Hana and SuccessFactors), Ariba, etc.

II.2.14) Additional information

Suppliers must be registered on Achilles against BOTH of the UVDB Codes below to receive invitation to tender:

2.2.3 IT Consultancy

2.1.3.5 Software Helpdesk Services

II.2) Description

II.2.1) Title

Cross-trained and Specialist IT Operations/Engineering

Lot No

4

II.2.2) Additional CPV code(s)

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Cross-trained and Specialist Agent Pool, developing a right-sized and cross-trained service to drive L2-L4 resolution human intervention is needed, to include but not limited to:

a. Cross-Trained L2 Services

- Providing L2 IT operations/engineering services utilising a digital-first and AI-enabled resolution strategy through virtual tech bar/onsite at Category 1 locations: 9 US and 4 UK sites

- Integrating with existing National Grid tools and applications, including enhanced knowledge base, self-service portal, and AI-powered agent support tools

- design multiple service levels with associated SLAs and OLAS as designated by business customers, so NG Business Areas can optimize for their needs

b. Field Force Services

- create a centralized support and operations AI-ready knowledge base and service to contain relevant technicians to assist National Grid field force workers and perform rotation site visits to roughly 144 Eastern US locations

c. Right-sized L3-L4 Services

- design a digital first incident and service request solutions/workflows in the following support functions: Devices and Data including VDI, Realtime Collaboration, Content Collaboration including Office365, and Directory Services

- build up and plan for implementation of a virtual agent and agent assistants that will deliver integration with existing National Grid tools and applications, including enhanced knowledge base, self-service portal, and AI-powered agent support tools

II.2.14) Additional information

Suppliers must be registered on Achilles against BOTH of the UVDB Codes below to receive invitation to tender:

2.2.3 IT Consultancy

2.1.3.5 Software Helpdesk Services

II.2) Description

II.2.1) Title

Modernized Print Management

Lot No

5

II.2.2) Additional CPV code(s)

- 30232100 - Printers and plotters

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Providing and managing comprehensive user friendly print services that include, but not limited to: usage monitoring, mobile and remote printing, authentication and security, fax services, office 365 integration, IoT integration, scanning, and printer operations and support

II.2.14) Additional information

Suppliers must be registered on Achilles against the UVDB Code below to receive invitation to tender:

2.6.3.4 Print Management Services

II.2) Description

II.2.1) Title

Laptop Procurement & Provisioning

Lot No

6

II.2.2) Additional CPV code(s)

- 30213100 - Portable computers

II.2.3) Place of performance

NUTS codes

- UKI - London

- US - United States

II.2.4) Description of the procurement

Laptop Procurement & Provisioning to include but no limited to:

a. Efficient Laptop Procurement- acquiring high-quality, cost-effective laptops that meet the needs of National Grid employees

b. Guide the selection and manage the purchase, pre-provisioning system integration (including National Grid user guide), and delivery of laptops based on organizational needs and allocated budget, while maintaining accurate asset records

II.2.14) Additional information

Suppliers must be registered on Achilles against the UVDB Code below to receive invitation to tender:

1.5.2 Computer Hardware & Accessories Portable

II.3) Estimated date of publication of contract notice

28 February 2024

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

IV.2) Administrative information

IV.2.2) Time limit for receipt of expressions of interest

Date

28 February 2024

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

English

Section VI. Complementary information

VI.3) Additional information

Achilles Registration:

Further to the enclosed PIN, please indicate your expression of interest and confirmation of registration of ALL UVDB codes for each Lot by emailing andy.wright@nationalgrid.com and Kimberly.Nguyen@nationalgrid.com.

You must be registered against ALL UVDB Codes on Achilles as specified within each Lot in order to receive the Contract Notice and be invited to the Pre-Qualification Stage.

On your email confirmation, clearly state for each Lot your interest and current status, i.e.:

Lot 1 - Interested? Yes/No If Yes,

- Fully registered on Achilles against UVDB Codes? Yes/No

- Partially registered Yes/No

- Not registered at all Yes/No

Desta Wheeler (desta.wheeler@achilles.com) can support any issues with completion of your registration process on Achilles ahead of the qualification event commencing in March.