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Contract

Workforce Management Software and Implementation

South West Water Ltd

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-005922

Procurement identifier (OCID): ocds-h6vhtk-0304b9

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Section I: Contracting entity

I.1) Name and addresses

South West Water Ltd

Peninsula House, Rydon Lane

Exeter

EX2 7HR

Email

groupprocurement@pennon-group.co.uk

Country

United Kingdom

Region code

UKK - South West (England)

Companies House

02366665

Internet address(es)

Main address

<https://www.pennon-group.co.uk/>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Workforce Management Software and Implementation

Reference number

PRO311

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

South West Water's "Customer Led Intelligent Operations" (CLIO) programme objectives include maximising the customer experience, developing our people and our business. We aim to achieve these by improving our communication channels, improving the accuracy and timeliness of information, and adopting best practice techniques across all aspects of our operations.

The first phase of CLIO requires a 'Mobile Workforce and Job Management System' (WFM) to replace the current ageing systems. The new solution is expected to provide a far greater scope than the current WFM systems.

The requirements of the WFM is split into 3 Lots:

Lot 1 - Software

Lot 2 - System Integration

Lot 3 - Business Implementation / Change Management

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Software

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

A commercially available off-the-shelf WFM system on both desktop and mobile devices to support 9 key functional areas:

- Asset Management
- Planning & Scheduling
- Work Management
- Customer Management
- Materials Management

- People Management
- Financial Management
- Graphical views
- MI & Analysis

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

System Implementation

Lot No

2

II.2.2) Additional CPV code(s)

- 72227000 - Software integration consultancy services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

To work with SWW and relevant others as required (e.g. suppliers successful in other Lots) as a SI partner to deliver a configured solution to meet the business requirements as detailed in the tender's Software Specification.

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Business Implementation

Lot No

3

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

To work with SWW and relevant others as required (e.g. suppliers successful in other Lots) as a change partner to deliver the expected benefits from a deployed and configured solution to meet the business requirements as detailed in the Software Specification.

II.2.11) Information about options

Options: No

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

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-020109](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 February 2024

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 February 2024

Section V. Award of contract

Title

Business Implementation / Change Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 February 2024

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Pennon Group Plc

Exeter

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Please contact groupprocurement@pennon-group.co.uk .

