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Tender

## **CfT - C1110 Customer Billing and Contact (CBC) Renewal and Implementation Programme**

NI Water and its subsidiaries

F05: Contract notice – utilities

Notice identifier: 2022/S 000-006629

Procurement identifier (OCID): ocds-h6vhtk-030255

Published 10 March 2022, 5:04pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

NI Water and its subsidiaries

Westland House

Belfast

BT14 6TE

#### **Contact**

sourcingniwater.com

#### **Email**

[sourcing@niwater.com](mailto:sourcing@niwater.com)

#### **Country**

United Kingdom

## **NUTS code**

UK - United Kingdom

## **Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

## **I.3) Communication**

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

<https://etendersni.gov.uk/>

Additional information can be obtained from the above-mentioned address

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

## **I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

CfT - C1110 Customer Billing and Contact (CBC) Renewal and Implementation 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**

NI Water is seeking, through a single procurement process, to award to a prime delivery partner to provide and support Customer contact, billing, collection and channel services and solutions for NI Water.

#### **II.1.5) Estimated total value**

Value excluding VAT: £55,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72200000 - Software programming and consultancy services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72260000 - Software-related services

- 72230000 - Custom software development services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom
- UKN - Northern Ireland

### **II.2.4) Description of the procurement**

NI Water is seeking, through a single procurement process, to award to a prime delivery partner to provide and support Customer contact, billing, collection and channel services and solutions for NI Water.

### **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: £55,000,000

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

Duration in months

84

This contract is subject to renewal

Yes

Description of renewals

The initial period of this contract is 7 years with the option to extend for a total of 3 years, therefore the renewal is expected within 7-10 years.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

The initial period of this contract is 7 years with the option to extend for a total of 3 years, therefore the renewal is expected within 7-10 years.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-031454](#)

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

Date

22 April 2022

Local time

12:00pm

#### **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**

Tender must be valid until: 19 October 2022

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The initial period of this contract is 7 years with the option to extend for a total of 3 years, therefore the renewal is expected within 7-10 years.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

NI Water

Belfast

Country

United Kingdom