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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

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

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

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

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