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Planning

## **Customer Engagement Platform**

Northern Ireland Electricity Networks Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-007209

Procurement identifier (OCID): ocids-h6vhtk-044611

Published 6 March 2024, 2:34pm

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

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

Northern Ireland Electricity Networks Limited

120 Malone Road,

Belfast,

BT9 5HT

#### **Email**

[Clare.Grieve@nienetworks.co.uk](mailto:Clare.Grieve@nienetworks.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKN - Northern Ireland

#### **Internet address(es)**

Main address

[www.nienetworks.co.uk](http://www.nienetworks.co.uk)

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

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

Electricity

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## **Section II: Object**

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

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

Customer Engagement Platform

Reference number

S1227

#### **II.1.2) Main CPV code**

- 72212445 - Customer Relation Management software development services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NIE Networks is the electricity Distribution Network Operator(DNO) and transmission network owner in Northern Ireland. NIE Networks have a requirement for provision of suitably qualified and experienced organisation(s) to provide a Customer Engagement Platform, which can also be referred to as a Customer Relationship Management System.

NIE Networks would like to invite interested parties who provide services relevant to the requirements to attend separate market engagement sessions. At these sessions NIE Networks will outline an overview of the requirements and request invited parties to provide a demonstration of their systems.

The information obtained through this process will be retained by NIE Networks, commercially sensitive or confidential information obtained will not be released. However, any relevant the information resulting from this process, that may be used to add to the potential procurement strategy, will be communicated to other potential tenderers.

In addition there may be a request for feedback after the event in the form of a questionnaire.

NIE Networks will hold separate individual supplier sessions on Thursday 25th & Friday 26th April 2024 with up to a maximum of 10 suppliers. The deadline for suppliers to register is 4th April 2024 at 5pm.

Suppliers should register their interest via eSourcingNI by Thursday 4th April 2024 providing the name(s) of who will attend. NIE Networks may shortlist attendees on the basis of direct relevant experience.

Please note, should NIE Networks tender for this requirement, a separate Call for Competition in form of a FTS Contract Notice will be published on eSourcingNI. Any interested parties will still be required to apply separately if/when launched & expressing an interest in the market engagement shall in no way be accepted as registering an interest.

Additionally, expressing an interest in the market engagement will not be a prerequisite in relation to the potential future tender competition.

Please note this is not a Call for Competition.

Project S1227 has been created on eSourcingNI where parties can register their interest to attend the session.

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

This contract is divided into lots: No

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

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

- 48000000 - Software package and information systems
- 48170000 - Compliance software package
- 48211000 - Platform interconnectivity software package
- 48445000 - Customer Relation Management software package

- 48482000 - Business intelligence software package
- 48517000 - IT software package

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

NUTS codes

- UKN - Northern Ireland

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

NIE Networks have a requirement for provision of suitably qualified and experienced organisation(s) to provide a Customer Engagement Platform, can also be referred to as a Customer Relationship Management System, which has the following capability (but not limited to):

- Ability to integrate with other systems / applications without the need for extensive and complex bespoke development
- Digital Engagement - support a breadth of synchronous and asynchronous conversations across digital engagement channels. Channels include but are not limited to SMS, Live Chat, Chatbot and messaging (Whatsapp, Facebook messenger etc)
- Ability to link master customer records and interactions from different communication channels - e.g. Phone / Whatsapp/ Text etc. and provide a single view of the customer.
- Ability to store preferred communication channels
- Ability to update and manage Priority Services Register and interface with messaging and/or API services to receive Priority Services information.
- Ability to facilitate analysis and insights into customer behaviour and output customer analytics including Voice of the Customer.
- Enhanced Reporting Capability to deliver insights and reports on customer behaviours and reporting on customer interactions by category/ type/ volume by way of example
- Ability to maintain user personnas (Customer Journey)
- Ability to accept facilitate customer interactions / workflow for the following areas = Complaints / Queries
- Knowledge Management and Agent Desktop support

- Hosted in UK/EU, Compliant with Cyber security regulations and GDPR practices

The potential procurement of the Customer Engagement Platform Project may be launched under a separate process. Please note a separate Call for Competition in form of Contract Notice may be published on eSourcingNI. Any interested parties will still be required to apply separately if/when launched & expressing an interest in the market engagement shall in no way be accepted as registering an interest. Additionally, expressing an interest in the market engagement will not be a prerequisite in relation to the potential future tender competition. Please note this is not a Call for Competition.

In order to maintain a suitable list of suppliers please also provide a short description of your experience in this area. NIE Networks may shortlist attendees on the basis of direct relevant experience only.

In addition in the event of the required being over subscribed NIE Networks will restrict the total number of attendees to the first 10 suppliers who demonstrate direct relevant experience.

#### **II.2.14) Additional information**

Project S1227 has been created on eSourcingNI; where parties can register their interest to attend the session. The ONLY way to register is via the secure messaging function in the project, by providing names of representatives from your organisation who will attend and a brief description of your organisations direct relevant experience.

#### **II.3) Estimated date of publication of contract notice**

1 May 2025

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### **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: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The ONLY way to register your interest to attend the briefing session is via the secure messaging function in the project on eSourcingNI. The closing date & time to register is 5pm Thursday 4th April 2024.

An agenda will be issued to invited suppliers once the date of registration has closed.