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Tender

Field Service Management

WALES & WEST UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-008901

Procurement identifier (OCID): ocds-h6vhtk-03b67e

Published 28 March 2023, 9:58am

The closing date and time has been changed to:

9 May 2023, 5:00pm

See the [change notice](#).

Section I: Contracting entity

I.1) Name and addresses

WALES & WEST UTILITIES LIMITED

Wales & West House, Spooner Close, Celtic Springs, Coedkernew

NEWPORT

NP108FZ

Contact

Robin Coomber

Email

robin.coomber@wwutilities.co.uk

Country

United Kingdom

Region code

UKL21 - Monmouthshire and Newport

Companies House

05046791

Internet address(es)

Main address

<https://www.wwutilities.co.uk/>

I.3) Communication

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

<https://sourcing4www.bravosolution.co.uk/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://sourcing4www.bravosolution.co.uk/web/login.html>

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

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Field Service Management

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

IT Services Contract

II.1.5) Estimated total value

Value excluding VAT: £48,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 72260000 - Software-related services

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)
- UKL - Wales

II.2.4) Description of the procurement

Wales and West Utilities provide the infrastructure to deliver gas safely and securely to 2.5 million homes and business across Wales and the south west of England. We don't sell gas, we transport it, and more than 7.5 million people in our network rely on us to do so.

Our dedicated team manages a network of more than 35,000 kilometres of gas pipes to make sure we continue to provide a safe and reliable gas supply 24 hours a day, 365 days a year. This involves responding to gas emergencies, maintaining and replacing our gas network, and connecting new customers.

Wales & West Utilities are seeking a new Field Service Management (FSM) solution for improved efficiency and productivity. Activities includes, but are not limited to:

- Sourcing and implementing a FSM solution that is compatible with SAP S/4 HANA and has the capabilities to deliver all WWU Field Service Management functional and non-functional requirements.
- Configuring and extending the FSM solution to meet the specific needs of Wales & West Utilities
- Providing an integrated scheduling and despatch solution with the FSM solution, and 3rd Party solutions according to WWU requirements.
- Integrating the FSM solution with SAP S/4 HANA and any other necessary systems such as (but not limited to) SAP C4C CRM, Azure Integration Layer, and ESRI GIS
- Configuration/ extension, of the S4 HANA, Scheduling Solution and Integration related to the FSM Solution.
- Providing testing, and training support to Wales and West Utilities employees to ensure a smooth implementation and adoption of the FSM solution
- Providing a service transition to WWU Application support partners for ongoing maintenance and support for the FSM solution
- Adopting a business oriented approach and not solely focussing on IT/technical system delivery

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: £48,000,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

The initial contract duration will be 5 years (which assumes up to 18 months to complete implementation, followed by 3 years of operational service), with Wales and West Utilities having the option to extend the Contract by an aggregate duration of up to an additional five years in one 3 year and one 2 year increments (i.e. 5+3+2).

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 4

Objective criteria for choosing the limited number of candidates:

Please refer to Descriptive Document, Pre-Qualification Questionnaire and Selection Instructions available via the Bravo e-Sourcing site.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The contract value is expected to be up to £48,000,000 (net of VAT) during the overall maximum 10-year term, which includes the estimated cost of implementation, ongoing operational service charges, contract extensions, and contract changes. The contract value is an estimate only and will be dependent upon whether an extension (in part or in whole) is enacted, whether any optional services (in part or in whole) are enacted, and the extent of any contract changes.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

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 tenders or requests to participate

Originally published as:

Date

8 May 2023

Local time

4:00pm

Changed to:

Date

9 May 2023

Local time

5:00pm

See the [change notice](#).

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

12 June 2023

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

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Please note the the tender will be run via our procurement portal, Bravo, which requires suppliers to be registered to participate. Failure to register will result in the supplier not being able to participate in the procurement event.

After registration, suppliers must request access to the tender documents by e-mailing robin.coomber@wwutilities.co.uk; Please include your registration details on the e-mail as these will be required to provide access to the procurement documentation.

A Field Service Management Pre-Qualification session is planned for early April. The 2 hour session will be held online via MS Teams. Wales and West Utilities will provide some context to the FSM procurement exercise and provide a walkthrough of the procurement documents. There will be a supplier Q&A at the end of the session. Further details will be published via the Bravo portal in due course. Suppliers who have registered to participate in this procurement exercise will be invited to this event.

VI.4) Procedures for review

VI.4.1) Review body

Wales and West Utilities

Newport

Country

United Kingdom