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Tender

Customer Data Enhancement

Southern Water Services Ltd.

F05: Contract notice – utilities

Notice identifier: 2024/S 000-009801

Procurement identifier (OCID): ocds-h6vhtk-044ceb

Published 26 March 2024, 1:16pm

Section I: Contracting entity

I.1) Name and addresses

Southern Water Services Ltd.

Southern House

Worthing

BN13 3NX

Contact

Tom Daniels

Email

tom.daniels@southernwater.co.uk

Telephone

+44 1903264444

Country

United Kingdom

Region code

UKJ - South East (England)

Internet address(es)

Main address

<https://southernwater.bravosolution.co.uk/>

I.3) Communication

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

<https://southernwater.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://southernwater.bravosolution.co.uk/>

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

Customer Data Enhancement

Reference number

prj_4927

II.1.2) Main CPV code

- 72300000 - Data services

II.1.3) Type of contract

Services

II.1.4) Short description

Southern Water will shortly be going to market for Customer Data Enhancement services. This will likely be a 4 year contract with an option to extend for a further 4 years.

Region/Network - Southern Water's region covers Kent, Sussex, Hampshire and Isle of Wight.

The services the Service Provider will be asked to provide are as listed below:

- Continuous management of Southern Water's (SW) Household Void property portfolio.
- comparison of household property and customer data between SW and other Water Only Companies in SW's operating region.
- Annual exercise designed to reduce Bad Debt
- Continuous review of SWs property and customer data which has been subject to Home Move transactional processes
- Ad-hoc data enhancement services, to be discussed with Service Provider in the field of Customer data

Service provider shall provide an account manager or point of contact, who will be a single point of contact regarding commercial or transactional questions as well as any other issues or queries relating to the service. They will be in regular engagement with Southern Water and may be required to attend regular meetings and reviews.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48613000 - Electronic data management (EDM)
- 48614000 - Data-acquisition system
- 65000000 - Public utilities
- 72300000 - Data services
- 72314000 - Data collection and collation services
- 72316000 - Data analysis services
- 72322000 - Data management services
- 79342300 - Customer services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

extension by up to 48 months

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

See tender documentation

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

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

N/A

III.1.6) Deposits and guarantees required

N/A

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

N/A

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

N/A

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

Framework agreement with a single operator

In the case of framework agreements, provide justification for any duration exceeding 8 years:

N/A

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

Date

23 April 2024

Local time

4:00pm

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

8 May 2024

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.4) Procedures for review

VI.4.1) Review body

Southern Water Services Limited

Worthing

Country

United Kingdom