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Tender

NW2560 - Governance, Risk and Compliance Software Specification

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-010383

Procurement identifier (OCID): ocids-h6vhtk-03bdd3

Published 11 April 2023, 4:03pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Jordan Wright

Email

Jordan.Wright@nwl.co.uk

Country

United Kingdom

Region code

UKC14 - Durham CC

NORTHUMBRIAN WATER LIMITED

02366703

Internet address(es)

Main address

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

I.3) Communication

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

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NW2560 - Governance, Risk and Compliance Software Specification

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

Northumbrian Water Limited (NWL) provide water and sewerage services to just under 4.4 million people operating principally in the North-East of England, Essex, and Suffolk. It is NWL's vision 'to be the most digital water company in the world'. Northumbrian Water Group (NWG) is a large and diverse organisation which employs a varied set of processes to achieve its business outcomes. To ensure that it meet its regulatory requirements (OFWAT, Defra, DWI and EA requirements), statutory requirements (Health and Safety requirements; Environmental safety requirements), shareholder requirements and customer requirements it attempts to identify risks, incidents and associated mitigations to reduce the probability of interruption of its core business processes, therefore it is our mission to find a Governance, Risk and Compliance (GRC) solution that supports this.

NWL wish to procure a 2+2+1-year contract for a Governance, Risk and Compliance tool including its implementation. The tool will be used across all areas of the business and will support NWL employees who are either based at one of our numerous sites, work from home or who are field based in completing their daily tasks in line with regulatory, statutory, shareholder and customer requirements.

Our current GRC tool is used by over 3000 users to capture GRC data. The current solution allows NWL employees to collect information using forms (including images and map information) which can be created on a 'self-serve' basis. This information is manually reviewed by the admin team and assigned to the appropriate workflow in the system backend. Reports are then created and exported to create PowerBI dashboards and reports. The key features that we are looking for in this solution are, to support us with providing an easy, timely and high-quality employee user experience and help us to continue with our journey to drive automation and self-service in capturing governance,

risk, and compliance data - key desirable features of the required solution are listed below:

- Workflow automation
- Maximo integration
- Active Directory integration
- O365 integration (specifically PowerBI)
- Dashboard functionality
- Reporting functionality
- Scheduling of tasks
- Fully functional remote device application
- Non-NWL user access (i.e., contractor resource)

NWL have an objective to procure a GRC solution by September 2023 with implementation to take place between September 2023 and January 2024 in anticipation for a planned go live date of February 2024. Within our requirements there are also items we would look to introduce at some future stage, subject to business need.

II.1.5) Estimated total value

Value excluding VAT: £495,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72227000 - Software integration consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

NWL wish to procure a 2+2+1-year contract for a Governance, Risk and Compliance tool including its implementation. The tool will be used across all areas of the business and will support NWL employees who are either based at one of our numerous sites, work from home or who are field based in completing their daily tasks in line with regulatory, statutory, shareholder and customer requirements.

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

60

This contract is subject to renewal

Yes

Description of renewals

The initial contract is for 2 years with options to extend for 2+1 years (up to 5 years in total).

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial 2 year contract shall have options to extend for 2+1 years (up to 5 years in total).

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

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Pre-requisites are detailed in the Pre-Qualification (PQQ) document within Ariba tendering portal once an expression of interest is made and access details are provided.

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.1.6) Deposits and guarantees required

Parent Company Guarantees and Performance Bonds may be requested as part of the award.

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

This will be advised as part of the tender stage.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

If applicable these will be advised in the tender documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

25 April 2023

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: 30 November 2023

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Applicants are asked to note that this procurement process will be conducted electronically

with all documents and communication being managed through the Northumbrian Water e-

Sourcing Spend Management portal called "Ariba".

Expressions of interest must be sent to the e-mail address jordan.wright@nwl.co.uk before the deadline date of 12noon 25/04/2023. Once your expression of interest has been received (with the details as requested below), you will be given access to the Ariba portal within 48 hours from request (where possible) via an email (you have provided as part of your contact details) with a link to access the Ariba portal. You will be required to complete a Pre-Qualification Questionnaire (PPQ) in Ariba (following the same link as mentioned above) before 12 noon 05/05/2022.

When sending expression of interest, please provide the following information:

- 1) full company name
- 2) email address you would want the Ariba portal link to be sent to
- 3) details of the person responsible for this tender (Name, Job Title, Tel.)

VI.4) Procedures for review

VI.4.1) Review body

TBC

TBC

Country

United Kingdom