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Tender

Rfl - Customer Contact Billing and Collection Services (CBC) Renewal Programme

NI Water and its subsidiaries

F05: Contract notice – utilities

Notice identifier: 2021/S 000-014943

Procurement identifier (OCID): ocds-h6vhtk-02c1d3

Published 30 June 2021, 12:34pm

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/epps/home.do>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://etendersni.gov.uk/epps/home.do>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Rfl - Customer Contact Billing and Collection Services (CBC) Renewal 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

Before launching a procurement procedure to replace existing services and solutions currently supporting channels, customer contact, billing and debt management, NI Water is conducting a formal Pre-Market Engagement (PME) exercise. At a summary level this is intended to inform the marketplace of NI Water's current position, needs, target outcomes, and thoughts around procurement approach as well as engage with solution vendors and integrators to inform NI Water in support of developing requirements, Target Operating Model, procurement strategy and business case.

II.1.5) Estimated total value

Value excluding VAT: £1

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
- 72100000 - Hardware consultancy services
- 72300000 - Data services
- 72400000 - Internet services

- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services
- 72700000 - Computer network services
- 72800000 - Computer audit and testing services
- 72900000 - Computer back-up and catalogue conversion services
- 72210000 - Programming services of packaged software products
- 72220000 - Systems and technical consultancy services
- 72230000 - Custom software development services
- 72240000 - Systems analysis and programming services
- 72250000 - System and support services
- 72260000 - Software-related services
- 72510000 - Computer-related management services
- 72540000 - Computer upgrade services
- 72590000 - Computer-related professional services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom
- UKN - Northern Ireland

II.2.4) Description of the procurement

Before launching a procurement procedure to replace existing services and solutions currently supporting channels, customer contact, billing and debt management, NI Water is conducting a formal Pre-Market Engagement (PME) exercise. At a summary level this is intended to inform the marketplace of NI Water's current position, needs, target outcomes, and thoughts around procurement approach as well as engage with solution vendors and integrators to inform NI Water in support of developing requirements, Target Operating Model, procurement strategy and business case.

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: £1

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

Duration in months

1

This contract is subject to renewal

No

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

30 July 2021

Local time

3:00pm

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: 28 October 2021

IV.2.7) Conditions for opening of tenders

Date

30 July 2021

Local time

3:30pm

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

NI Water

Belfast

Country

United Kingdom