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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](http://sourcingniwater.com)

#### **Email**

[sourcing@niwater.com](mailto: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

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## **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

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## **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