

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/020109-2022>

Tender

Workforce Management Software and Implementation

BRISTOL WATER PLC
South West Water Limited

F05: Contract notice – utilities
Notice identifier: 2022/S 000-020109
Procurement identifier (OCID): ocds-h6vhtk-0304b9
Published 25 July 2022, 11:11am

Section I: Contracting entity

I.1) Name and addresses

BRISTOL WATER PLC

BRIDGWATER ROAD

BRISTOL

BS137AT

Email

wfmproject@bristolwater.co.uk

Country

United Kingdom

NUTS code

UKK11 - Bristol, City of

Internet address(es)

Main address

www.bristolwater.co.uk

I.1) Name and addresses

South West Water Limited

Peninsula House, Rydon Lane

Exeter

EX2 7HR

Email

wfmproject@bristolwater.co.uk

Country

United Kingdom

NUTS code

UKK - South West (England)

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://esourcing.bristolwater.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://esourcing.bristolwater.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

Workforce Management Software and Implementation

Reference number

PRO311

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

Bristol Water has created a programme of activities to support its bold ambition to transform how it operates. The aim is to set an example in excellent customer service for the water industry through learning from utilities and other industries.

The Customer Led Intelligent Operations (CLIO) programme objectives include maximising the customer experience, developing our people and our business. We aim to achieve these by improving our communication channels, improving the accuracy and timeliness of information, and adopting best practice techniques across all aspects of our operations.

The first phase of CLIO requires a 'Mobile Workforce and Job Management System' (WFM) to replace Bristol Water's current ageing system. The new solution is expected to

provide a far greater scope than the current WFM system to enable other aspects of the wider programme.

The requirements of the WFM is being split into 3 Lots:

Lot 1 - Software

Lot 2 - System Integration

Lot 3 - Business Implementation / Change Management

A future phase for the WFM will be the integration and implementation of the software within South West Water.

Bristol Water plan to issue pre-qualification documents for Lot 1 and Lot 2 in advance of Lot 3. It is then the intention to complete the pre-qualification stage for Lot 1 prior to closing the pre-qualification stage of Lot 2 and Lot 3.

The estimated total value is between £11.3m and £13.9m.

A more detailed description, including of CLIO and timeframes, are available from Bristol Water's e-sourcing platform detailed in this notice. Please note there are different PQQ submission dates for each Lot - this will be detailed within the PQQ document. The date indicated in this notice is the last of those dates - submission dates for other Lots may be earlier.

Important: in 2021 Bristol Water was acquired by Pennon Group, the owner of South West Water. This tender is being procured by Bristol Water on behalf of both itself and South West Water. Any contract award following these procurement processes will be available for use by either party or other associated Group companies. Resulting agreements may be with either Bristol Water, South West Water or another Pennon Group entity.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lots may be awarded in any combination to one or more suppliers, with the expectation that each lot will be awarded to a sole supplier. Therefore the expectation is there will be no more than 3 suppliers in total.

II.2) Description

II.2.1) Title

Software

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

The Software is required to provide a commercially available off-the-shelf WFM system on both desktop and mobile devices. It is required to support 9 key functional areas:

- Asset Management
- Planning & Scheduling
- Work Management
- Customer Management
- Materials Management
- People Management
- Financial Management
- Graphical views
- MI & Analysis

The value of the lots is estimated at between £4.08m and £4.99m.

A more complete scope and timeline is available via Bristol Water's e-sourcing platform

detailed in this notice.

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

96

This contract is subject to renewal

Yes

Description of renewals

It is expected that the agreement will be subject to renewals following successful integration and implementation.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

It is expected that the agreement will have options for extensions.

II.2) Description

II.2.1) Title

System Implementaion

Lot No

2

II.2.2) Additional CPV code(s)

- 72227000 - Software integration consultancy services
- 72263000 - Software implementation services

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

The successful SI supplier will work with Bristol Water and relevant others as required (e.g. South West Water) as a SI partner to deliver a configured solution to meet the business requirements as detailed in the Software Specification (LOT 1).

The estimated value of this Lot is £4.95m to £6.05m.

A more complete scope and timeline is available via Bristol Water's e-sourcing platform detailed in this notice.

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

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

It is expected that the agreement will be subject to renewals if required by the contracting entity/entities.

II.2) Description

II.2.1) Title

Business Implementation

Lot No

3

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

The successful supplier will work with Bristol Water and relevant others as required (e.g. South West Water) as a change partner to deliver the expected benefits from a deployed and configured solution to meet the business requirements as detailed in the Software Specification (LOT 1).

In addition, the successful supplier will work collaboratively with programme teams from Bristol Water and any relevant others as required (e.g. South West Water), and the SI supplier (LOT 2) to deliver a positive outcome.

The estimated value of this Lot is £2.3m to £2.9m.

A more complete scope and timeline is available via Bristol Water's e-sourcing platform detailed in this notice.

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

96

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

It is expected that the agreement will be subject to renewals if required by the contracting entity/entities.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-032066](#)

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

Date

19 September 2022

Local time

2:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Please note there are different PQQ submission dates for each Lot - this will be detailed within the PQQ document. The date indicated in this notice is the last of those dates - submission dates for other Lots may be earlier.

VI.4) Procedures for review

VI.4.1) Review body

Bristol Water PLC

Bridgwater Road

Bristol

Country

United Kingdom