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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](mailto:wfmproject@bristolwater.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKK11 - Bristol, City of

#### **Internet address(es)**

Main address

[www.bristolwater.co.uk](http://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](mailto: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

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## **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