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Tender

Digital Transformation Services

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2025/S 000-020358

Procurement identifier (OCID): ocds-h6vhtk-051094

Published 12 May 2025, 11:06am

Section I: Contracting entity

I.1) Name and addresses

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

Contact

Paul McDonald

Email

paul.mcdonald@scottishwater.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

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

Digital Transformation Services

Reference number

SW25/DIG/1515

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

Scottish Water Digital Directorate is dedicated to delivering digital and technology services that provide measurable value to our core business operations. Collaborating closely with our business partners, we focus on supporting our three strategic objectives. We have successfully implemented a cloud-first strategy, replacing many of our legacy enterprise applications with evergreen SaaS solutions. Our primary cloud platform, Microsoft Azure, serves as the foundation for building and running innovative solutions.

The convergence of IT, Smart IoT Technology, and Operational Technology (OT), Artificial Intelligence (AI), and Machine Learning (ML) is accelerating. Our assets are increasingly connected to the internet through a growing array of sensors, offering opportunities to enhance services, improve data analytics and visualisations, and reduce costs and carbon emissions via an intelligent asset base. Compliance with regulatory standards, is essential and supplier partnerships that seamlessly integrate these complex digital innovations with engineering practices across capital investments are crucial.

Scottish Water seeks supplier partnerships that operate at scale, with extensive experience and expertise. We also value relationships with partners who can offer niche services and specialisms. The framework is divided into service areas and interested parties can qualify across all services or specialise in just one.

We aim to establish relationships with partners who have strategies supporting modern engineering practices like Platform Engineering, DevOps, CI/CD, Automation, Software Defined Networking, Zero Trust, and IT/OT convergence, ensuring secure technology

transformation. Scottish Water may also purchase 3rd party software or hardware required for the project from the framework supplier.

II.1.5) Estimated total value

Value excluding VAT: £150,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland Wide

II.2.4) Description of the procurement

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Scottish Water is inviting partners to collaborate with us through a transformation delivery framework delivering the following services:

Service Areas:

Delivery services: Tailored delivery services to meet specific client requirements across the broad range of digital technologies deployed currently and in the future.

Adaptive Delivery Service: delivery services that will enable SW to produce high-quality products quickly and efficiently, utilising modern engineering practices including but not limited to, platform engineering, DevOps, CI/CD, automation & advanced data analytics and visualisation.

Business Analysis: Collaborate closely with product owners, stakeholders, and development teams to ensure that business requirements and outcomes are clearly defined and deliverable.

Testing Services: providing a comprehensive, streamlined, and scalable testing solution that enhances quality, reduces costs, and accelerates time-to-delivery.

Key Qualifications:

Proven track record in adaptive digital delivery services.

Expertise in implementing scalable and efficient delivery systems.

Strong customer focus and engagement.

Innovative solutions that enhance operational efficiency and deliver business outcomes.

The estimated total value of this framework ranges between £115m to £150m across the maximum 8 year framework term.

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: £150,000,000

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.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

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

II.2.14) Additional information

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

See Procurement documents for further information.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

See Procurement documents for further information.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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

9 June 2025

Local time

12:00pm

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

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

Email

help@scottishwater.co.uk

Country

United Kingdom

Internet address

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