This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/020436-2023">https://www.find-tender.service.gov.uk/Notice/020436-2023</a>

#### Contract

# **CRM & Billing System**

Portsmouth Water

F06: Contract award notice – utilities Notice identifier: 2023/S 000-020436

Procurement identifier (OCID): ocds-h6vhtk-037537

Published 17 July 2023, 10:05am

# **Section I: Contracting entity**

### I.1) Name and addresses

Portsmouth Water

PO Box 8. West Street

Havant

**PO9 1LG** 

#### Contact

Paul Swaine

#### **Email**

paul.swaine@portsmouthwater.co.uk

#### **Telephone**

+44 7918317436

#### Country

United Kingdom

#### Region code

UKJ - South East (England)

#### Internet address(es)

Main address

https://www.portsmouthwater.co.uk/

Buyer's address

https://portsmouthwater.delta-esourcing.com/

### I.6) Main activity

Water

# **Section II: Object**

### II.1) Scope of the procurement

II.1.1) Title

CRM & Billing System

#### II.1.2) Main CPV code

• 72212445 - Customer Relation Management software development services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

Portsmouth Water is seeking to undertake the implementation of a hosted replacement Customer Relationship Management (CRM) and billing system. This will revolutionise our relationship with our customers, providing the capability to present insightful data to customers and deliver superior service levels. Most importantly, the delivery of the new CRM system capable of leveraging smart metering capabilities, is a critical enabler for realising the benefits of rolling out smart metering in Portsmouth Water's supply area to

meet our water resources challenges.

#### II.1.6) Information about lots

This contract is divided into lots: No

#### II.2) Description

#### II.2.2) Additional CPV code(s)

- 48445000 Customer Relation Management software package
- 48444100 Billing system
- 72212445 Customer Relation Management software development services
- 64210000 Telephone and data transmission services
- 72415000 World wide web (www) site operation host services
- 48100000 Industry specific software package
- 48333000 Contact management software package
- 48480000 Sales, marketing and business intelligence software package
- 48500000 Communication and multimedia software package
- 48510000 Communication software package
- 51000000 Installation services (except software)
- 72200000 Software programming and consultancy services
- 72227000 Software integration consultancy services
- 72263000 Software implementation services
- 72265000 Software configuration services
- 72267000 Software maintenance and repair services
- 64216110 Electronic data exchange services
- 72300000 Data services

#### II.2.3) Place of performance

**NUTS** codes

• UKJ - South East (England)

Main site or place of performance

SOUTH EAST (ENGLAND)

#### II.2.4) Description of the procurement

Portsmouth Water is seeking to undertake the implementation and hosting of a replacement CRM and billing system. This will revolutionise our relationship with our customers, providing the capability to present insightful data to customers and deliver superior service levels. Most importantly, the delivery of the new CRM system capable of leveraging smart metering capabilities, is a critical enabler for realising the benefits of rolling out smart metering in Portsmouth Water's supply area. The increased data and analytics that the smart programme will deliver, including granular customer usage insight, is a crucial component in engaging our customer base to reduce demand and achieve our water savings.

#### 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: No

#### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: 2022/S 000-032095

### Section V. Award of contract

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

19 June 2023

#### V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 8

The contract has been awarded to a group of economic operators: No

#### V.2.3) Name and address of the contractor

Kraken Technologies Limited

5th Floor, UK House, 164-182 Oxford Street

London

W1D 1NN

Country

**United Kingdom** 

**NUTS** code

• UKI3 - Inner London - West

National registration number

12014731

Internet address

https://kraken.tech/

The contractor is an SME

No

# **Section VI. Complementary information**

# VI.3) Additional information

To view this notice, please click here:

https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=795912343

GO Reference: GO-2023717-PRO-23421202

### VI.4) Procedures for review

VI.4.1) Review body

Portsmouth Water

PO BOX 8

Havant

PO9 1LG

Country

**United Kingdom**