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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