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Tender

## **Energia Group Optimizely and nopCommerce Content Management System (CMS) Services, Support and Incident Management Contract**

Energia Group NI Holdings Limited

F05: Contract notice – utilities

Notice identifier: 2023/S 000-021346

Procurement identifier (OCID): ocds-h6vhtk-03e4df

Published 24 July 2023, 4:18pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Energia Group NI Holdings Limited

Greenwood House 64 Newforge Lane

Belfast

BT9 5NF

#### **Contact**

Debbie Bolton

#### **Email**

[procurement@energiagroup.com](mailto:procurement@energiagroup.com)

#### **Country**

United Kingdom

**Region code**

UKN06 - Belfast

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.energiagroup.com/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://procurement@energiagroup.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procurement.energiagroup.com/>

**I.6) Main activity**

Electricity

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Energia Group Optimizely and nopCommerce Content Management System (CMS) Services, Support and Incident Management Contract

Reference number

EGTI2304

#### **II.1.2) Main CPV code**

- 72212517 - IT software development services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Delivery of Optimizely and nopCommerce Content Management System Services, Support, and Incident Management.

Our main objective is to have one overall regulated contract to deliver Optimizely and nopCommerce CMS Services, Support and Incident Management successfully. There are currently two elements to the contract:

- Development and Implementation Agreement
- Incident Management

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 72212783 - Content management software development services

#### **II.2.3) Place of performance**

NUTS codes

- UKN - Northern Ireland

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

Scope of Procurement

Power NI and Energia Energy Online Websites

Energy Online (EOL) is an online, paperless billing service that provides our Power NI domestic and commercial customers and Energia domestic customers with 24/7 access to their bills, letters, and payments. In addition, customers can view and amend their direct debit details, personal details, and view and monitor their energy usage.

Overview of key features available to customers within the Power NI and Energia Energy Online websites:

- Sign in to Energy Online
- Register for Energy Online
- Top up your Keypad (without registering for Energy Online, or as a registered user) - Power NI only
- Pay bills (without registering for Energy Online, or as a registered user)
- View bills, letters and statements
- Submit a meter reading(s)
- Estimate your usage
- View and monitor your energy usage
- View and amend personal details
- View and amend Direct Debit details
- Help and support

Power NI online Change of Supplier (CoS), Door to Door (D2D) Change of Supplier and online Change of Tenancy (CoT) also sit on the Power NI Energy Online domain.

- Online Change of Supplier (CoS) enables a user currently supplied by another energy supplier to register as a new customer with Power NI.
- Door to Door (D2D) Change of Supplier is an adaptation of our online Change of Supplier (CoS) and enables our field sales team to switch prospective customers to Power NI.
- Online Change of Tenancy (CoT) enables someone who has moved into a property that is already registered with Power NI to register for the property, and also gives our customers the ability to inform us if they're moving house online. Here they can provide us with details on the property they are moving out of, and the details of the property they are moving to.

The Power NI and Energia Energy Online websites integrate with our billing platform, CC&B (Customer Care & Billing) and our business owners can view, manage and update the content on both websites via Optimizely CMS (Content Management System).

The Power NI Energy Online website is available to view via the following link:

<https://energyonline.powerni.co.uk/>

Online Change of Supplier is available to view via the following link:

<https://energyonline.powerni.co.uk/switch>

Online Change of Tenancy is available to view via the following links:

- New customer registration: <https://energyonline.powerni.co.uk/move-in>
- Existing customer move: <https://energyonline.powerni.co.uk/move-home>

The Energia Energy Online (EOL) website is available to view via the following link:

<https://energyonline.energia.ie/>

The Power NI and Energia Energy Online websites are currently also wrapped into apps, that are managed by another third-party provider. These apps are available for customers to download on both the App and Google Play Stores.

## Energia Group Corporate Website

The Energia Group website is a brochure website, where we publish content to promote what we're doing right across the Energia Group, in Customer Solutions, Renewables, etc. Visitors to this website can find out more about who we are, what we do, view and download our quarterly and annual reports, view latest news and find out about careers available within the Energia Group.

Overview of key features available to customers within Energia Group:

- Who we are
- Community
- Renewables
- Innovation
- Investor Relations
- News and Media
- Careers
- Contact Us

Our business owners can view, manage, and update the content on the Energia Group website via Optimizely CMS (Content Management System).

The Energia Group website is available to view via the following link:

<https://energiagroup.com/>

### Energia Smart Home Store

The Energia Smart Home Store is our ecommerce site where we sell smart home technology, which visitors to the website can purchase to control and monitor their household appliances and devices.

Below are some of the products and services available to purchase within Energia Smart Home Store:

- Netatmo Smart Thermostat
- Google Products
- Smart Accessories
- Smart Watches
- Smart Heating
- Smart Lighting

- Smart Voice
- Smart Weather
- Smart Security
- Electric Car Charging
- Gas Boiler Service

Our business owners can view, manage, and update the content on the Energia Smart Home Store via nopCommerce. nopCommerce provide a catalogue frontend where a customer can purchase products from, and an administration tool backend, allowing shopping cart creation. As soon as a visitor to our Smart Home Store purchases a product, their order is sent to our distribution company via Fieldmotion.

The Energia Smart Home Store website is available to view via the following link:

<https://smarthomestore.energia.ie/>

#### Incident Management

We also require a vendor who can provide Incident Management support to restore normal operating services in the event of an unplanned, unexpected issue across the following platforms:

- Power NI (PNI) Energy Online website, including online Change of Supplier (CoS), Door to Door (D2D) Change of Supplier and online Change of Tenancy (CoT),
- Energia Energy Online website,
- Energia Smart Home Store website or
- Energia Group Corporate website

We require access to a team of skilled individuals who can provide support during normal business hours, as well as out of office hours support, in line with our Service Level Agreement (SLA)s.

The successful candidate will liaise with our Incident Management team who will raise the incident with third party. Access to the successful candidates ticketing system must be provided so that our Incident Management Team can raise an incident directly on this platform for triage and resolution.

This service will be governed by numerous service level agreements (SLAs) such as

acknowledgment, communication, and resolution.

#### **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: £2,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Energia Group intends to award a contract to the successful supplier for an initial period of three years with two twelve-month optional extensions, reviewed annually.

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

Envisaged number of candidates: 4

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

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## **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Restricted procedure

#### **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

23 August 2023

Local time

3:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Interested parties should contact Procurement at Energia Group at the following email address,

[procurement@energiagroup.com](mailto:procurement@energiagroup.com)

to register an interest, and access to relevant documentation and the data room will be implemented as appropriate. Please use the tender reference (EGTI2304) in the subject line of your email.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Energia Group NI Holdings Limited

Belfast

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Energia Group NI Holdings Limited will incorporate a minimum 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. Applicants which are unsuccessful shall be informed by Energia as soon as possible after the decision has been made as to the reasons why the Applicant was unsuccessful. If an appeal regarding the award of the contract has not been successfully resolved, The Utilities Contracts Regulations 2016 provide for aggrieved parties who have been harmed or are at risk of harm by breach of the rules to take action in the High Court (England, Wales, and Northern Ireland). Any such action must generally be brought within 30 days. If a declaration of ineffectiveness is sought, any such action must be brought within 30 days where Energia has communicated the award of the contract and a summary of

reasons to tenderers, or otherwise within 6 months of the contract being entered into.

Where a contract has not been entered into, the Court may order the setting aside of the award decision or order Energia to amend any documents and may award damages. If the contract has been entered into the Court may, depending on the circumstances, award damages, make a declaration of ineffectiveness, order Energia to pay a fine, and/or order that the duration of the contract be shortened. The purpose of the standstill period referred to above is to allow the parties to apply to the Courts to set aside the award decision before the contract is entered into.