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Tender

## **Customer Solution Transformation - SSE Airtricity**

SSE SERVICES PLC

F05: Contract notice – utilities

Notice identifier: 2022/S 000-021636

Procurement identifier (OCID): ocds-h6vhtk-03598a

Published 5 August 2022, 6:33pm

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

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

SSE SERVICES PLC

43 Forbury Road

READING

RG13JH

#### **Contact**

Sarah Goodman

#### **Email**

[Sarah.goodman@sse.com](mailto:Sarah.goodman@sse.com)

#### **Telephone**

+44 01738342321

#### **Country**

United Kingdom

**Region code**

UKN - Northern Ireland

**Companies House**

N/A

**Internet address(es)**

Main address

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

**I.3) Communication**

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

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

Additional information can be obtained from another address:

GenesisTender@sse.com

na

**Contact**

Sarah Goodman

**Email**

[GenesisTender@sse.com](mailto:GenesisTender@sse.com)

**Country**

United Kingdom

**Region code**

UKN - Northern Ireland

**Internet address(es)**

Main address

<https://www.GenesisTender@sse.com>

Tenders or requests to participate must be submitted to the following address:

SSE Services

GenesisTender@sse.com

N/A

**Contact**

Sarah Goodman

**Email**

[GenesisTender@sse.com](mailto:GenesisTender@sse.com)

**Country**

United Kingdom

**Region code**

UKN - Northern Ireland

**Internet address(es)**

Main address

<https://www.GenesisTender@sse.com>

**I.6) Main activity**

Other activity

IT Services

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

Customer Solution Transformation - SSE Airtricity

Reference number

2159

#### 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

SSE Airtricity are transforming its business with ambition to becoming the leading digital energy company on the island of Ireland. Key to this ambition is the transformation of business operations delivering a lower energy cost to our customers through the implementation of technologies that will deliver best in class customer experience, industry leading cost to serve, and providing the foundation for future products and services. These services will include energy, energy management, energy services and digital services; helping customers on the journey to Net Zero. This notice opportunity is for the selection of a partner to deliver the necessary technology and business change, by replacing existing business systems and processes, including CRM, billing, sales, marketing and customer portal alongside the transformation to a new target operating model. For details of the full requirement documents visit;

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

#### II.1.5) Estimated total value

Value excluding VAT: £50,000,000

#### II.1.6) Information about lots

This contract is divided into lots: No

### II.2) Description

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

- 48200000 - Networking, Internet and intranet software package
- 48800000 - Information systems and servers
- 72222300 - Information technology services
- 72224000 - Project management consultancy services
- 72227000 - Software integration consultancy services
- 72250000 - System and support services
- 72322000 - Data management services
- 72500000 - Computer-related services
- 72600000 - Computer support and consultancy services

**II.2.3) Place of performance**

NUTS codes

- UKN - Northern Ireland

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

SSE Airtricity are transforming its business with ambition to becoming the leading digital energy company on the island of Ireland. Key to this ambition is the transformation of business operations delivering a lower energy cost to our customers through the implementation of technologies that will deliver best in class customer experience, industry leading cost to serve, and providing the foundation for future products and services. These services will include energy, energy management, energy services and digital services; helping customers on the journey to Net Zero. This notice opportunity is for the selection of a partner to deliver the necessary technology and business change, by replacing existing business systems and processes, including CRM, billing, sales, marketing and customer portal alongside the transformation to a new target operating model. For details of the full requirement visit;

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

**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: £50,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

3x12 months additional optional.

Please note the estimated Value above is for indicative purposes only covering the Full proposed Framework Term plus 3 additional optional years (8 Years Total).

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

Variants will be accepted: No

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

Options: Yes

Description of options

3x1 additional optional years

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### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

Minimum level(s) of standards possibly required

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

Minimum level(s) of standards possibly required

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

See requirements at

<https://sse.app.jaggaer.com/esop/guest/go/opportunity/detail?opportunityId=341>

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

12 September 2022

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.4) Procedures for review**

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

SSE

Reading

Country

United Kingdom