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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

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

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

Country

United Kingdom

Region code

UKN - Northern Ireland

Internet address(es)

Main address

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

I.6) Main activity

Other activity

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;

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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

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/quest/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/quest/go/opportunity/detail?opportunityId=341>

Minimum level(s) of standards possibly required

See requirements at

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

Minimum level(s) of standards possibly required

See requirements at

<https://sse.app.jaggaer.com/esop/quest/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>

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)

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