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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

IT Services

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 though 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 though 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

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.iaggaer.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