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Planning

## **S1119 (2022) Electronic Keypad Cards**

Northern Ireland Electricity Networks Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-022211

Procurement identifier (OCID): ocids-h6vhtk-02de32

Published 7 September 2021, 10:45pm

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

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

Northern Ireland Electricity Networks Limited

120 Malone Road,

Belfast,

BT9 5HT

#### **Email**

[betty.robinson@nienetworks.co.uk](mailto:betty.robinson@nienetworks.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKN - Northern Ireland

#### **Internet address(es)**

Main address

<http://www.nienetworks.co.uk>

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

### **I.6) Main activity**

Electricity

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## **Section II: Object**

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

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

S1119 (2022) Electronic Keypad Cards

Reference number

S1119 (2022)

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

- 48900000 - Miscellaneous software package and computer systems

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

Supplies

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

Northern Ireland Electricity Networks Limited (NIE Networks) is the electricity Distribution Network Operator (DNO) and Transmission Network Owner in Northern Ireland.

NIE Networks are responsible for the supply and delivery of keypad plastic cards for keypad meter customers in Northern Ireland. There are approximately 374,000 keypad customers at present.

Keypad plastic cards enable keypad customers to purchase prepaid credits for their keypad electricity meters from a variety of retail outlets. Currently there are 6 Electricity Suppliers that NIE Networks manage the supply and delivery of keypad plastic cards for

on behalf of their keypad customers.

Each customer has their own unique reference number (8-digit premise number) and each Electricity Supplier has their own unique reference number (8-digit number). This array of numbers (Customer premise number and Supplier reference number) is printed on each keypad plastic card as this card is presented to a Retail outlet to purchase credits. Retail agents use these numbers to generate a voucher with a code that is entered into the customers keypad meter to add credits for electricity. NIE Networks will continue to retain the process of requesting keypad plastic cards to be supplied and posted to customers via a third party, however we would like to explore what digital options would be available for a virtual card or application-based solution to reduce the volume of plastic cards being printed. We are keen to explore if there would be options of a choice for keypad customers to choose either the physical card or an alternative digital option and how this would embed with the current processes and systems.

The objective is for NIE Networks to get an understanding of what options exist for this. NIE Networks would like to invite interested suppliers to separate market engagement meetings to demonstrate the recent advances in this area and how NIE could benefit from them. This information will be used to add to the procurement strategy. The information will be retained by NIE and treated as confidential. Suppliers should register their interest via EsourcingNI by 29th September 2021, providing the names of who will attend. In order to maintain a suitable list of suppliers please also provide a short description of your experience in this area. NIE will shortlist attendees on the basis of direct relevant experience in this area. In addition, in the event of the required being over subscribed NIE Networks may restrict the total number of attendees to the first 6 suppliers who demonstrate direct relevant experience.

Project S1119(2021) has been created on eSourcingNI; where parties can register their interest to attend and give a presentation. It is anticipated the presentations will take place on 12th and 13th October 2021. The only way to register is via the secure messaging function in the project, by providing no more than 4 names of representatives from your organisation who will attend and a brief description of your direct relevant experience.

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

This contract is divided into lots: No

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

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

- 48900000 - Miscellaneous software package and computer systems

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

NUTS codes

- UKN - Northern Ireland

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

NIE Networks and Electricity Suppliers use the same keypad application system for keypad customers. All keypad customers detail i.e. the premise number and Supplier reference number allocated to customers are held within the customer records on this keypad application system.

Keypad plastic cards are provided to keypad customers for a variety of scenarios;

- 1) A new keypad meter is fitted at a premise;

When a keypad meter is installed by NIE Networks, plastic cards will be provided to the customer. The Electricity Supplier will already have been chosen prior to the keypad meter installation. NIE Networks maintain a stock of keypad plastic card for 6 Electricity Suppliers and these cards are printed with the relevant Suppliers reference number and a predetermined premise number.

- 2) Change of customer at premise/lost cards

If a customer moves out and a new customer moves into a premise, on occasions the new customer will request plastic cards as the previous occupant may not have left the keypad plastic cards or they have been lost. In this instance, customers will request new plastic cards from their Electricity Supplier. This request is processed through the keypad application system used by both Electricity Suppliers and NIE Networks.

A report is generated once per week by NIE Networks from this keypad application system, which collates these requests made by Electricity Suppliers and gathers the details required for the new plastic cards to be created. These requests are provided on a weekly basis to a third party to fulfil and post to the customer.

- 3) A customer changes their Electricity Supplier

When a customer decides to change to an alternative Electricity Supplier, during the registration process with their new Supplier, the customers details are entered into the keypad application system and the Electricity Supplier requests new keypad plastic cards to be issued to their new customer.

The procurement of the Electronic Keypad Cards and any new additional services will be launched under a separate procurement process. Please note a separate call for competition in the form of OJEU contract notice will be published on eSourcingNI. Any

interested parties will still be required to apply separately when launched and expressing an interest in the market engagement shall in no way be accepted as registering an interest. Additionally, expressing an interest in the market engagement will not be a prerequisite in relation to the future tender competition. Please note this is not a call for competition. Please provide a short description of your experience in this area. NIE Networks will shortlist attendees on the basis of direct relevant experience. In addition, in the event of the required being over subscribed NIE Networks may restrict the total number of attendees to the first 6 suppliers who demonstrate direct relevant experience in this area.

Project S1119(2022) has been created on eSourcingNI; where parties can register their interest to attend and give a presentation. The only way to register is via the secure messaging function in the project , by providing no more than 4 names of representatives from your organisation who will attend and a brief description of your direct relevant experience.

### **II.3) Estimated date of publication of contract notice**

1 November 2021

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

NIE Networks and Electricity Suppliers use the same keypad application system for keypad customers. All keypad customers detail i.e. the premise number and Supplier reference number allocated to customers are held within the customer records on this keypad application system.

Keypad plastic cards are provided to keypad customers for a variety of scenarios;

1) A new keypad meter is fitted at a premise;

When a keypad meter is installed by NIE Networks, plastic cards will be provided to the customer.

The Electricity Supplier will already have been chosen prior to the keypad meter installation

NIE Networks maintain a stock of keypad plastic card for 6 Electricity Supplier and these cards are printed with the relevant Suppliers reference number and a predetermined premise number.

The NIE Networks Engineer will install the meter, select the relevant Electricity Suppliers plastic cards ( as previously determined) and place a phonecall to our keypad registration team. The Engineer will advise the call agent of the premise number printed on the card that is being provided to the customer. These details are then logged on the common keypad application system that NIE Networks and Electricity Suppliers use and a customer record is created that includes the premise number. From this point onwards, the premise number stays with this address, regardless if the customer leaves. The Electricity Supplier reference number however, can change at any time should the customer wish to switch to another Electricity Supplier. This scenario is covered in the next scenario “ A customer changes Electricity Supplier”

2) Change of customer at premise/lost cards

If a customer moves out and a new customer moves into a premise, on occasions the new customer will request plastic cards as the previous occupant may not have left the keypad plastic cards or the cards have been lost.

In this instance, customers will request new plastic cards from their Electricity Supplier.

This request is processed through the keypad application system used by both Electricity Suppliers and NIE Networks

A report is generated once per week by NIE Networks from this keypad application system and this collates these requests made by Electricity Suppliers and gathers the details required for the new plastic cards to be created (These cards must contain the Electricity Suppliers reference number and the customers premise number). These requests are provided on a weekly basis to a third party to fulfil and post to the customer.

### 3) A customer changes their Electricity Supplier

When a customer decides to change to an alternative Electricity Supplier, during the registration process with their new Supplier, the customers details are entered into the keypad application system and the Electricity Supplier requests new keypad plastic cards to be issued to their new customer.

A report is generated once per week from this keypad application system and this collates the details required for the new cards. (These new cards must contain the customers new Electricity Suppliers reference number and the customers remise number). These requests are provided on a weekly basis to a third party to fulfil and posted to the customer.

For the keypad plastic cards scenarios referenced above, keypad plastic cards are branded separately for each Electricity Supplier. Customers receive two branded keypad plastic cards affixed to a carrier letter (with words chosen by each Electricity Supplier) and this letter carrier with affixed plastic cards is contained within an Electricity Supplier branded envelope. A third party posts these letters to the customers based on the names and addresses provided by NIE Networks on a weekly basis.