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Planning

## **Provision of Mobile Work Management, Corporate Asset Register Service Support Maintenance and System Optimisation**

NI Water and its subsidiaries

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-024174

Procurement identifier (OCID): ocds-h6vhtk-0486db

Published 1 August 2024, 3:22pm

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

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

NI Water and its subsidiaries

Westland House

Belfast

BT14 6TE

#### **Email**

[sourcing@niwater.com](mailto:sourcing@niwater.com)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Water

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## **Section II: Object**

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

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

Provision of Mobile Work Management, Corporate Asset Register Service Support Maintenance and System Optimisation

#### **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**

Due to the approaching expiration of the Managed Service contract for the support of our Mobile Work Management and Corporate Asset Register ( MWM/CAR) system in July 2026, NI Water requires a provider to support and develop the system and its component applications from July 2026 to July 2029. Post contract award NI Water envisages a strategic review will determine next steps. However during the life of the contract NI Water will seek to optimise the system to approach a Best of Breed model which may be migrated to a system aligned with our finance or customer systems to minimise overall cost of ownership going forward from the end of the contract

#### **II.1.5) Estimated total value**

Value excluding VAT: £6,000,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

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

NI Water is responsible for the supply and distribution of drinking water and the provision of sewerage services for approximately 818,000 domestic, agricultural and business customers throughout Northern Ireland. We have embarked on an Digital Transformation Programme, focused on enhanced service delivery. We want to deliver services that are designed around our customer, offering a world class experience which will satisfy demanding contemporary expectations. Since 2009 NI Water has been using an MWM/CAR system based on Hitachi Ellipse, ClickSchedule and AMT-Sybex Fieldreach to plan and manage the work of our field crews, currently numbering 450. A separate programme is currently underway to replace ClickSchedule (which is end of support ) with IFS Planning and Schedule Optimisation (PSO) (SaaS) for the scheduling element of the system which is due to complete in early 2025. The system is integrated through AMT-Sybex Affinity Integration Broker (AIB) and includes a bespoke tool for asset management, Bulk Upload and Data Integrity (BUDI), which is used to validate and view assets included in the Ellipse database. AIB facilitates integration to NI Water's Oracle Financial System, Aptumo Customer System, our ESRI GIS system and to our contractor's systems, a standardised contractor interface. The Managed Services includes all aspects of system maintenance and 3rd Party licensing. Within the lifetime of the Managed Service contract NI Water aspires to expand the usage of the system to include Works Order Management (WOM) across the organisation and to optimise the efficient use of the component applications and the system architecture with a view to achieving Best of Breed system configuration. The Managed Service provider will therefore be required to provide specialist application support both to end users and for the improvement of the system architecture.

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

1 December 2024

## **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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of expressions of interest**

Date

14 September 2024

Local time

12:00pm