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Planning

## **AMP8 Customer Technology**

ANGLIAN WATER SERVICES LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-024294

Procurement identifier (OCID): ocids-h6vhtk-048722

Published 2 August 2024, 12:43pm

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

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

ANGLIAN WATER SERVICES LIMITED

Lancaster House Lancaster Way, Ermine Business Park

HUNTINGDON

PE296XU

#### **Contact**

Kate Jordan

#### **Email**

[kjordan@anglianwater.co.uk](mailto:kjordan@anglianwater.co.uk)

#### **Telephone**

+44 7802856859

#### **Country**

United Kingdom

**Region code**

UKH12 - Cambridgeshire CC

**Companies House**

02366656

**Internet address(es)**

Main address

<https://www.anglianwater.co.uk/>

**I.3) Communication**

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

<https://esourcing.scanmarket.com/Events/PublicEvents/3004/57aa08f02740e2c172f509>

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**

AMP8 Customer Technology

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

- 48780000 - System, storage and content management software package
  - JA02 - For computer software
  - JA17 - For data
  - KA11 - For water utilities

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

Supplies

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

Anglian Water Services Ltd. ("Anglian Water") is exploring the definition of its future state customer technology capabilities, to support the realisation of key strategic objectives across customer performance and operational excellence.

Our internal strategic review has identified the need to pursue a CRM capability strategy. This will drive the consolidation of current customer technology solutions and the development of a single customer data model, which we see as a key enabler to a transformational customer strategy.

We are seeking participation from the market to support us with our strategic review. Particularly from vendors of market available technologies with CRM, Billing, Field Service Management and Meter Data Management capabilities.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKH - East of England

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

This is a Market Engagement Exercise.

This market engagement process is not intended to give a complete and thorough overview of our technology landscape or future vision, it is intended to understand the broad capabilities in the market, and to assist us in presenting our requirements in the future. Therefore, it is important to understand that there will not be a significant amount of detail provided at this stage.

This market engagement exercise is designed to support our internal strategic review to determine our future state customer technology architecture. Specifically, the objectives of this exercise are to:

Outline the vision and objectives of Anglian Water's requirements

Raise initial supplier awareness, engagement and to gather opinions

Refine the scope for future tender activities

Gain insight into the market possibilities and appetite

Prepare the market for the forthcoming procurement efforts

While the insight gained will support our internal data and technology strategy and potentially inform related procurement strategies.

This market engagement exercise is not the start of a tender process. Please note that any submission received in response to this exercise will not create any contractual agreement between the respondent and Anglian Water.

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

30 November 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: Yes

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

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

Date

5 September 2024

Local time

10:00am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English