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Not applicable

AMP8 Customer Technology

ANGLIAN WATER SERVICES LIMITED

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-024493

Procurement identifier (OCID): ocds-h6vhtk-048722

Published 5 August 2024, 12:35pm

Section I: Contracting authority/entity

I.1) Name and addresses

ANGLIAN WATER SERVICES LIMITED

Lancaster House Lancaster Way, Ermine Business Park

HUNTINGDON

PE296XU

Contact

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Telephone

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Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Companies House

02366656

Internet address(es)

Main address

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

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 it's 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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: 2024/S 000-024294

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

1.3

Read

Text

NEW LINK TO THE OPPORTUNITY -

https://esourcing.scanmarket.com/Events/PublicEvents/3004/57aa08f02740e2c172f509ae0fa4807a/all