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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): ocids-h6vhtk-048722

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Section I: Contracting authority/entity

I.1) Name and addresses

ANGLIAN WATER SERVICES LIMITED

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HUNTINGDON

PE296XU

Contact

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Region code

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Companies House

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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 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.

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

I.3

Read

Text

NEW LINK TO THE OPPORTUNITY -

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