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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

Lancaster House Lancaster Way,Ermine Business Park

HUNTINGDON

PE296XU

#### **Contact**

Kate Jordan

#### **Email**

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#### **Telephone**

+44 7802856859

#### **Country**

United Kingdom

**Region code**

UKH12 - Cambridgeshire CC

**Companies House**

02366656

**Internet address(es)**

Main address

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

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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.

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2024/S 000-024294](#)

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## 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>