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Planning

## **Technology Services Partner Framework**

Southern Water Services Ltd.

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2023/S 000-024979

Procurement identifier (OCID): ocids-h6vhtk-03f6b7

Published 24 August 2023, 3:26pm

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

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

Southern Water Services Ltd.

Southern House

Worthing

BN13 3NX

#### **Contact**

Kirsty Lodge

#### **Email**

[Kirsty.Lodge@southernwater.co.uk](mailto:Kirsty.Lodge@southernwater.co.uk)

#### **Telephone**

+44 1903264444

#### **Country**

United Kingdom

**Region code**

UKJ - South East (England)

**Internet address(es)**

Main address

[www.southernwater.co.uk](http://www.southernwater.co.uk)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://southernwater.bravosolution.co.uk>

**I.6) Main activity**

Water

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**Section II: Object**

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

**II.1.1) Title**

Technology Services Partner Framework

Reference number

prj\_4546

**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**

Southern Water is going to market for strategic partners to become part of the Technology Service Partner Framework Agreement to deliver IT services, including but not limited to Strategy & Architecture, Software Engineering, Application Support, Maintenance & Operations, Resource Augmentation (inc. Business Process, Infrastructure) and other ancillary services

This provision will likely be a two-stage negotiated procedure with prior call for competition to set up a Technology Service Partner Framework Agreement lasting 4 years, with an option to extend for a period of up to 4 years.

It is anticipated that the opportunity will be formally published before the end of Q3 2023.

The supply of services will be remote or across the entire Southern Water (SW) region. SW's region covers Kent, Sussex, Hampshire and Isle of Wight.

Any estimated quantities or values contained or referred to in this or other tender documents are for guidance only. They do not bind SWS to buy any specific quantities should the bidder be successful and enter into an Agreement.

The Goods and Services which the successful bidder(s) will be asked to provide under this agreement is currently split across 8 lots. Bidders will be eligible to apply for one or more of the available lots. The lots are currently as listed below:

- 1 Digital & Technical Services
- 2 Corporate System Services
- 3 Operational Technology Services
- 4 Enterprise Information Management
- 5 Data & Analytics
- 6 Strategy & Architecture
- 7 Quality & Process Services
- 8 Infrastructure

Please note that SWS reserves the right to update the lot structure and scope at the release of the contract notice for the Technology Services Partner Framework

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

Value excluding VAT: £358,000,000

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

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lots can be awarded as single or multiple lots to one or more tenderers

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

#### **II.2.1) Title**

Digital & Technical Services

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers
- 75112000 - Administrative services for business operations

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

• SWS had an aged digital technology platform. AMP7 has focused on replacing most of the digital platforms with heavy focus on new age technologies. The service portfolio has involved building a new integration platform and rolling it out across the estate. AMP priorities included:

1. Digitise health and safety
2. Enhance environment / waste / wholesale digital capabilities
3. Enhance water digital capabilities
4. Customer digitisation
5. Other business driven spend / digitisation

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

#### **II.2.1) Title**

Corporate System Services

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

- AMP7 priorities have included continuous investment in the corporate technologies which include enterprise applications like SAP, Success factors and Workday
- Going forward, key activities include but not limited to the following:
  - Delivery of continuous improvements to existing and future applications used for enterprise-wide support services
  - Ongoing support for specialist BAU
  - Analysis, design, development, integration, maintenance, and support of a range of existing and future applications
  - Implementation services for new ERP solution supporting the Customer Services, Finance and Procurement
- AMP8 ERP software selection exercise support

## **II.2) Description**

### **II.2.1) Title**

Operational Technology Services

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package

- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

- SWS being an asset intensive organisation, the focus of AMP7 has been on a full re-implementation and replacement of Asset and GIS systems. This included asset & work management and integration into ERP solutions
- AMP7 has been working towards the full restack of OTT applications including standards and capabilities on physical devices and communications.

## **II.2) Description**

### **II.2.1) Title**

Enterprise Information Management

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities

- 48800000 - Information systems and servers

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

- AMP7 has been working towards upgrading the core platform and replacing redundant systems. This includes SAP BW on S4H implementation and other end to end implementations
- GIS had been managed as a separate domain, but will now be merged with EIM. During AMP7 SWS implemented the EDM ( enterprise document management) solution and reminder of AMP7 and 8 would be about rolling out new solutions on the EDM ( sharepoint).

## **II.2) Description**

### **II.2.1) Title**

Data & Analytics

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers

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



NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex. Hampshire and Isle of Wight

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

- The focus in AMP7 was on data warehousing / lake, data integration, data analytics and development of business intelligence software and information reporting tools
- Going forward, key activities include but not limited to the following:
  - Services related to statistics, tools, programming, data manipulation, data visualisation, machine learning, deep learning, model deployment, scenario analysis, forecasting / prediction, planning and Azure
- Data requirements associated with other lots could be delivered through this route

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

#### **II.2.1) Title**

Strategy & Architecture

Lot No

6

#### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

- Tech Strategy across Infrastructure, Applications, Cloud, Security, Integration
- Key services to be delivered are strategy, consultancy and advisory services in relation to a. solution architecture, b. enterprise architecture, c. technology & security architecture, d. business & data architecture

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

#### **II.2.1) Title**

Quality & Process Services

Lot No

7

#### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48800000 - Information systems and servers

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

- QA / testing includes:

- a) test leadership, test execution and test environment management
- b) Quality demand & release management
- c) provision of testing services and quality assurance
- d) resource augmentation, including the delivery of a range of services, including but not limited to test standards & governance, orchestration, automation, resources, software, and a range of other related services. Testing at SWS is currently operating at TMM Level 3 / 4
- e) Automation tool implementation and regression testing regime.
- f) Support system evergreen with test and release governance
- g) the testing services would be across Technology platforms, Application Portfolio's, Information Management, Process Mgmt, Operational and Engineering tech

- Business processes include:

- a) delivery of business process services
- b) creating and applying best practice processes
- c) administrative services for business operations
- d) Business processes relating but not limited to health & safety tracking and reporting, regulatory reporting, LandSearch and billing operation

## **II.2) Description**

### **II.2.1) Title**

Infrastructure

Lot No

8

### **II.2.2) Additional CPV code(s)**

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48700000 - Software package utilities
- 48800000 - Information systems and servers

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

NUTS codes

- UKJ - South East (England)

Main site or place of performance

Kent, Sussex, Hampshire and Isle of Wight

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

- Services related to the design, development, integration, operation, implementation, maintenance, and support of a range of infrastructure technologies (networks, servers and storage, cloud, telephony, etc.)
- It also includes IT asset management, server and network patching, capacity planning, SecOps and infrastructure engineering
- Services delivered will be supporting key infrastructure, including routers, firewalls, databases, client systems, security services, network management, servers, switches, cabling, storage, backup technology, network infrastructure, telecoms and connectivity
- It will be critical for service providers to support with demand and resource planning. They will need to provide infrastructure resources that understand business domain and business applications that they are providing infrastructure for. SWS is on the journey towards building its capabilities with a focus on cloud operations and SecOps

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

11 September 2023

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## **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

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## **Section VI. Complementary information**

### **VI.3) Additional information**

We anticipate to issue the call for competition around 11/09/2023 on our tendering portal

<https://southernwater.bravosolution.co.uk>

IF UNREGISTERED PLEASE FOLLOW THE INSTRUCTIONS BELOW TO REGISTER

1. Register your company on the e-tendering portal (this is only required once).

Select the 'Login or register to participate' link above and click the 'Register now' link on the home page.

Accept the terms and conditions and click 'Next'

Enter your correct business and user details.

Note the username you chose and click 'Save' when complete

You will shortly receive an email with your unique password (please keep this secure).

You will then have access to Southern Water's opportunities.

<https://southernwater.bravosolution.co.uk/esop/guest/go/opportunity/detail?opportunityId=56880>