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Planning

Customer Identity & Access Management (CIAM) Non-Call for Competition - Request for Information (RFI)

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-025441

Procurement identifier (OCID): ocds-h6vhtk-02eace

Published 12 October 2021, 11:17am

Section I: Contracting entity

I.1) Name and addresses

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

Grand Buildings, 1-3 Strand

LONDON

WC2N5EH

Contact

Christopher Round

Email

christopher.round@nationalgrid.com

Telephone

+44 7929672275

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.nationalgrideso.com/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Identity & Access Management (CIAM) Non-Call for Competition - Request for Information (RFI)

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

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1 INTRODUCTION

National Grid ESO (NGESO) is undergoing a major digital transformation programme to substantially enhance and improve the experience of customers and stakeholders who engage with us. As such, it is looking for information from potential suppliers of Customer Identity and Access Management (CIAM) solutions to integrate with our broader initiative to deliver a new Digital Engagement Platform (DEP). Our aim is to deliver seamless, engaging experiences for our customers and stakeholders who interact with our digital products and services. We see the role of CIAM as a critical enabler in allowing customers access to our services in a secure but frictionless manner, by managing their identity, authentication, authorisation and personalisation at every step of their customer journey.

As we evolve our DEP, we will need to extend and scale the CIAM to support B2C, B2B and B2P uses cases, which may be delivered using web user interfaces as well as automated programmable interfaces (APIs). This RFI seeks to solicit information from CIAM solution providers to understand how they can support these requirements.

2 RFI CONTENT

This is not a formal tender process and is not being undertaken in accordance with the Utilities Contracts Regulations 2016. A Request for Proposal (RFP) will be published towards the end of 2021. The aim of this RFI is to help identify suppliers with the capability to deliver this service.

Please ensure responses to all questions and any supporting documentation is clearly referenced to the question they are answering.

National Grid will not be shortlisting suppliers based on their submissions and any future sourcing activities will be subject to a new event.

The RFI seeks suppliers to provide answers to the points and questions detailed in section 3 of this document.

Please provide your response to each question in a separate Word document clearly stating the question number that your response relates to. Please ensure you keep within the word limit for each question of 500 words (excluding attachments). If providing any supporting information in separate documents as appropriate, state the question reference number in the file name using the following naming convention:

document name - supplier reference/ name - question number - date

Please submit your responses to:

Christopher.round@nationalgrid.com

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

3 RFI QUESTIONS

Question - Services

1. Provide information on the reference architecture for your CIAM solution, to include:

- Access Management
- User Management (including user profiling)
- Authentication & Authorisation
- Consent and Privacy Management
- Lifecycle management
- Persistent storage
- Analytics

2. Provide at least one case study outlining the services you provided for the capabilities described above and the role your company provided in helping the client to develop a seamless, engaging customer experience.

3. Describe a unique selling point for your product or service (e.g. accelerators) and how this would add particular value in developing engaging experience for our customers when they interact with our digital services.

Questions - Systems

4. NGESO intends to offer its customers access to data via APIs through web-based applications. Describe how your CIAM solution supports the self-registration, identification, and authorisation of customers to access information via APIs.

5. Describe how customer onboarding and offboarding is handled using your service?

6. Describe how your CIAM supports personalisation and preferences management?

7. Describe the features available to manage federated identity such as single sign-on (SSO) for access to multiple between backend systems, including any identity protocols supported

8. Describe your federated social login capability to provide customer access to multiple digital business platforms using a user's own personal credentials?

9. Describe how progressive user profiling (using inferred and self-offered data) is handled and how this enables improved user engagement?

10. Describe how your CIAM solution supports Business-to-Consumer (B2C), Business-to-Business (B2B) and Business-to-Partner (B2P) use cases?

11. Describe how your CIAM manages service access policies (e.g. authentication using multi-factor-authentication (MFA)) and how this can be tailored for different personas?
12. Describe how your CIAM can integrate with on-premise or cloud based corporate identity stores (e.g. Active Directory)?
13. Describe how your CIAM supports customer consent, privacy management and GDPR compliance
14. Provide details of any out of the box connectors provided by your platform to enable integration with 3rd party products and services
15. Provide details of your hosting options, including the territories where your data repositories reside.
16. Include any information on the SLAs that are provided for your platform including how resilience is achieved in the event of service failure.
17. Provide the pricing model for your products to cover the B2C, B2B and B2P use cases discussed above. Also provide any indicative implementation costs including the factors that would influence delivery costs.

II.2.14) Additional information

4 RFI SUBMISSION

The submission deadline for responses to this RFI is by 12pm on Friday 29th October 2021.

Submissions must be received by the submission deadline. Submissions should be sent to the Procurement representative for this RFI, as follows:

Contact Details:

Senior Buyer: Christopher Round

Email: christopher.round@nationalgrid.com

Phone: +44 (0)7929 672275

All communications and queries arising from this RFI should be conducted on email through the Procurement Representative detailed above. Please ensure all emails on this RFI include the following in the subject box:

CIAM RFI - Enquiry

Any queries must be submitted no later than 3pm on the 22nd October 2021 for this RFI.

5 LANGUAGE

All responses must be in English or a full English translation must be provided at no cost to National Grid.

6 RFI EXPENSES

National Grid shall not be responsible for or pay for any costs or expenses that may be incurred by the supplier in the preparation and submission of a response to this RFI.

7 CONFIDENTIALITY

All details of this RFI and associated documents must be treated as private and confidential and shall not be disclosed to any other party, except where this is necessary for you to prepare and submit a response. You must ensure that you have an adequate confidentiality agreement in place with any subcontractors, consultants or agents before issuing them with any information concerning the requirements of this RFI.

Details of your response to this RFI shall not be disclosed to any third party unless such disclosure is required by law or court.

II.3) Estimated date of publication of contract notice

30 April 2022

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

29 October 2021

Local time

11:59pm

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

English