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Tender

National Grid Electricity System Operator Digital Engagement Platform

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2021/S 000-025974

Procurement identifier (OCID): ocds-h6vhtk-02ece3

Published 18 October 2021, 3:22pm

The closing date and time has been changed to:

24 November 2021, 3:00pm

See the [change notice](#).

Section I: Contracting entity

I.1) Name and addresses

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

Grand Buildings,1-3 Strand

LONDON

WC2N5EH

Contact

Stephen Jones

Email

stephen.jones3@nationalgrid.com

Telephone

+44 7971832591

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.nationalgrideso.com

I.3) Communication

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the following address:

stephen.jones3@nationalgrid.com

Warwick

Contact

Stephen Jones

Email

stephen.jones3@nationalgrid.com

Telephone

+44 7971832591

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.nationalgrideso.com

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

National Grid Electricity System Operator Digital Engagement Platform

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

National Grid Electricity System Operator (NGESO) is seeking to select a strategic partner to develop and provide a new Digital Engagement Platform (DEP). The exact requirements of the DEP will need to be mapped as part of the engagement, which will be carried out via the "Competitive Dialogue" process as defined by the Utilities Contract regulations 2016.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

National Grid Electricity System Operator (NGESO) is seeking to select a strategic partner to develop and provide a new Digital Engagement Platform (DEP). The exact requirements of the DEP will need to be mapped as part of the engagement, which will be carried out via the "Competitive Dialogue" process as defined by the Utilities Contract regulations 2016.

Although exact requirements will need to be mapped out during the event, some key capabilities that the DEP will need to provide include:

- A content management system (CMS) that not only enables personalised access to content but also consolidates and manages web content
- A digital asset management (DAM) capability to host and manage the lifecycle of non-structured data (e.g. video, audio content)
- A personalised advanced search, guided navigation and discovery capabilities to mine content and data on the DEP
- End-user customisation capabilities allowing users to personalise their experience (e.g. notifications, saved searches, subscriptions, dashboards and website layout etc)
- Data visualisation capabilities to publish and manage data in different formats (e.g. textual, graphical, standardised APIs etc)
- Query management capabilities including AI enabled virtual assistant to manage and track the lifecycle of customer queries
- Interact with enterprise systems and components (out of scope of this event), such as:
 - o Digital platforms to access transactional processes for different business areas such as Markets, Connections, Network Codes etc.

- o An internal API management system to consume and publish ESO data in a consistent manner
- o A Customer Identity and Access Management (CIAM) system to enable seamless user access, using single sign-on (SSO) across all ESO user engagement systems. This will manage user identity, authorisation and account security and preferences.
- o A Design System (DS) that will host and manage re-usable UI/UX design components to be used across all ESO digital platforms

The DEP will replace our current corporate website (nationalgrideso.com) as the single point of access for all ESO data and digital engagements.

II.2.14) Additional information

11.2.14.1 Event Process:

Please note, this event will be conducted using the "Competitive Dialogue" process as defined by the Utilities Contract Regulations 2016.

11.2.14.2 Expression of Interest:

Please indicate your expression of interest and request to access a Pre-Qualification Questionnaire by email to stephen.jones3@nationlgrid.com.

11.2.14.3 Pre-request to be eligible to participate

Interested participants will be allowed to access the Pre Qualification Questions (PQQ) phase of the process via email. Participants successfully selected to continue through to the Competitive Dialogue phase of the process must be registered on the Achilles Utilities Vendor Data Base (UVDB) system. UVDB is used to pre-qualify our suppliers to ensure they meet the minimum legal and regulatory requirements in order to contract with NGESO.

UVDB is the utility industry pre-qualification system, used by the utilities sector in the UK to manage risk within the supply chain and comply with EU regulations. Joining UVDB as a supplier provides your organisation with an opportunity to showcase your capabilities and access multiple contract opportunities by completing a single Pre-Qualification Questionnaire (PQQ). UVDB is used by many utility buyer organisations.

If you are already registered with UVDB you only need to register under UVDB code 2.1.3 Software Support Services.

If you are not currently registered this can be done by registering at:

<https://www.achilles.com/community/uvdb/>

You will then need to register under UVDB code 2.1.3 Software Support Services.

Further to the enclosed PIN, please indicate your expression of interest and confirmation of registration or intent to register under the UVDB code 2.1.3. Software Support Services by emailing:

stephen.jones3@nationalgrid.com

If you require any further information regarding this registration, please contact:

Desta Wheeler from Achilles (Desta.Wheeler@achilles.com) who can support any issues with completion of your registration process on Achilles.

The Pre- Qualification Questionnaire will be issued via email following closure of this PIN towards the end of November 2021 and must be returned by the deadline stipulated within. Please note this date is an estimate, and may be subject to change. Only Suppliers that are successful at the Pre-qualification stage will be invited to participate in the Tender Event and move forward to the Competitive Dialogue stage.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.2) Time limit for the receipt of applications for an invitation to tender or to negotiate

Originally published as:

Date

22 November 2021

Local time

3:00pm

Changed to:

Date

24 November 2021

Local time

3:00pm

See the [change notice](#).

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

English

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

To be confirmed

London

Country

United Kingdom