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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](mailto:stephen.jones3@nationalgrid.com)

**Telephone**

+44 7971832591

**Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

[www.nationalgrideso.com](http://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](mailto:stephen.jones3@nationalgrid.com)

Warwick

**Contact**

Stephen Jones

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[stephen.jones3@nationalgrid.com](mailto:stephen.jones3@nationalgrid.com)

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**I.6) Main activity**

Electricity

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**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](http://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](mailto: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](mailto:stephen.jones3@nationalgrid.com)

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

Desta Wheeler from Achilles ([Desta.Wheeler@achilles.com](mailto: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.

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

To be confirmed

London

Country

United Kingdom