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Planning

CRM & Billing System

Portsmouth Water

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2022/S 000-028757

Procurement identifier (OCID): ocids-h6vhtk-037537

Published 12 October 2022, 7:05pm

Section I: Contracting entity

I.1) Name and addresses

Portsmouth Water

PO Box 8, West Street

Havant

PO9 1LG

Contact

Paul Swaine

Email

paul.swaine@portsmouthwater.co.uk

Telephone

+44 7918317436

Country

United Kingdom

Region code

UKJ - South East (England)

Internet address(es)

Main address

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

Buyer's address

<https://portsmouthwater.delta-esourcing.com/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CRM & Billing System

II.1.2) Main CPV code

- 72212445 - Customer Relation Management software development services

II.1.3) Type of contract

Services

II.1.4) Short description

Portsmouth Water is seeking to undertake the implementation of a hosted replacement Customer Relationship Management (CRM) and billing system. This will revolutionise our

relationship with our customers, providing the capability to present insightful data to customers and deliver superior service levels.

Most importantly, the delivery of the new CRM system capable of leveraging smart metering capabilities, is a critical enabler for realising the benefits of rolling out smart metering in Portsmouth Water's supply area to meet our water resources challenges.

II.1.5) Estimated total value

Value excluding VAT: £10,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package
- 48444100 - Billing system
- 72212445 - Customer Relation Management software development services
- 64210000 - Telephone and data transmission services
- 72415000 - World wide web (www) site operation host services
- 48100000 - Industry specific software package
- 48333000 - Contact management software package
- 48480000 - Sales, marketing and business intelligence software package
- 48500000 - Communication and multimedia software package
- 48510000 - Communication software package
- 51000000 - Installation services (except software)
- 72200000 - Software programming and consultancy services
- 72227000 - Software integration consultancy services
- 72263000 - Software implementation services
- 72265000 - Software configuration services

- 72267000 - Software maintenance and repair services
- 64216110 - Electronic data exchange services
- 72300000 - Data services

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

Main site or place of performance

SOUTH EAST (ENGLAND)

II.2.4) Description of the procurement

Portsmouth Water is seeking to undertake the implementation and hosting of a replacement CRM and billing system. This will revolutionise our relationship with our customers, providing the capability to present insightful data to customers and deliver superior service levels. Most importantly, the delivery of the new CRM system capable of leveraging smart metering capabilities, is a critical enabler for realising the benefits of rolling out smart metering in Portsmouth Water's supply area. The increased data and analytics that the smart programme will deliver, including granular customer usage insight, is a crucial component in engaging our customer base to reduce demand and achieve our water savings.

II.3) Estimated date of publication of contract notice

11 November 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: No

Section VI. Complementary information

VI.3) Additional information

This is not a call for competition and no expressions of interest are required at this time. This notice forms part of Portsmouth Water's pre-market engagement and solely to give advance notice of our intent to issue a further Contract Notice when full details will be made available.

Please note the estimated value includes all possible extensions and options for the duration of the the proposed scope (including hosting and future licensing) with potential to cover at least two Asset Management Plan (AMP) periods (up to 2035) and is not an annual value.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=727813002>

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