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Tender

NW2659 - App Development Services

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-029158

Procurement identifier (OCID): ocds-h6vhtk-04079a

Published 3 October 2023, 4:46pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Jordan Wright

Email

Jordan.Wright@nwl.co.uk

Country

United Kingdom

Region code

UKC14 - Durham CC

NORTHUMBRIAN WATER GROUP LIMITED

02366703

Internet address(es)

Main address

<https://nwl.co.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NW2659 - App Development Services

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services
 - JA04 - For design
 - JA06 - For development
 - JA07 - Online
 - JA08 - Upgrade
 - JA17 - For data
 - JA22 - For programming
 - JA23 - For upgrading

II.1.3) Type of contract

Services

II.1.4) Short description

Northumbrian Water Limited (NWL) provides water and sewerage services to approximately 4.4 million people in the North-East of England, Essex, and Suffolk. NWL aims to become the most digital water company globally. As part of this vision, Northumbrian Water Group (NWG) seeks to procure 2+1+1+1 years contracts with up to two suppliers to enhance, develop, and deploy NWL's Field Mobile Apps and Customer Mobile App.

Lot 1: Customer Mobile Apps

NWL has four Customer apps, two for Northumbrian Water customers (iOS and Android) and two for Essex and Suffolk customers (iOS and Android). These apps allow customers to manage bills, create online accounts, make secure payments (credit card, Google Pay, and

Apple Pay), check payment due dates, scan meter readings using their smartphone cameras, and access digital PayPoint cards. The apps, developed in Xamarin, utilize Azure API management for mobile-ready APIs, including smart usage data display.

Lot 2: Field Mobile Apps

NWL has five field apps exclusively for employees (iOS). Developed in Xamarin, these apps provide field teams with quick access to information and enable easy input of job-specific data through dynamic forms, which integrate with backend systems. These user-centric apps are regularly updated based on user feedback to enhance customer experience.

E.g. For both lots suppliers will collaborate with NWL's Product and Development teams to:

- Investigate and support system defect resolution, collaborating with Product Management.
- Develop necessary changes and document technical and functional designs.
- Review designs for optimal solutions without compromising existing functionality.
- Provide release notes for production deployments.
- Execute deployments following agreed processes, separating Developer and DBA roles.
- Update progress in the change management system (e.g., Jira).
- Build and unit test code, with detailed documentation for each deployment.
- Facilitate knowledge transfer and ensure environment consistency.
- Support environment refresh (data refresh) for testing purposes.

II.1.5) Estimated total value

Value excluding VAT: £1,500,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot No

1

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

II.2.4) Description of the procurement

2+1+1+1 year contracts with up to two suppliers to enhance, develop, and deploy Customer Mobile App.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The initial contract is for 2 years with options to extend for 1+1+1 years (up to 5 years in total).

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial contract is for 2 years with options to extend for 1+1+1 years (up to 5 years in total).

II.2) Description

II.2.1) Title

Lot No

2

II.2.2) Additional CPV code(s)

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

II.2.4) Description of the procurement

2+1+1+1 year contract with up to two suppliers to enhance, develop, and deploy NWL's Field Mobile Apps and Customer Mobile App.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The initial contract is for 2 years with options to extend for 2+1 years (up to 5 years in total).

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial contract is for 2 years with options to extend for 1+1+1 years (up to 5 years in total).

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Pre-requisites are detailed in the Pre-Qualification (PQQ) document within Ariba tendering portal once an expression of interest is made and access details are provided.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.6) Deposits and guarantees required

Parent Company Guarantees and Performance Bonds may be requested as part of the award.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

This will be advised as part of the tender stage.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

If applicable these will be advised in the tender documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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 tenders or requests to participate

Date

17 October 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 3 April 2024

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Applicants are asked to note that this procurement process will be conducted electronically with all documents and communication being managed through the Northumbrian Water e-Sourcing Spend Management portal called "Ariba".

Expressions of interest must be sent to the e-mail address jordan.wright@nwl.co.uk

before the deadline date. Once your expression of interest has been

received (with the details as requested below), you will be given access to the Ariba portal

within 48 hours from request (where possible) via an email (you have provided as part of

your contact details) with a link to access the Ariba portal. You will be required to complete a

Pre-Qualification Questionnaire (PPQ) in Ariba (following the same link as mentioned above)
PPQ closes on 26/10/2023

VI.4) Procedures for review

VI.4.1) Review body

TBC

TBC

Country

United Kingdom