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Contract

Energia Group Billing System Level 3 Support and Upgrades

Energia Group

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-029831

Procurement identifier (OCID): ocids-h6vhtk-0391ce

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Section I: Contracting entity

I.1) Name and addresses

Energia Group

-

-Belfast

BT95NF

Contact

Debbie Bolton

Email

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Telephone

+44 7880373887

Country

United Kingdom

Region code

UKN06 - Belfast

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.energiagroup.com

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Energia Group Billing System Level 3 Support and Upgrades

Reference number

EGTI2202

II.1.2) Main CPV code

- 72212000 - Programming services of application software

II.1.3) Type of contract

Services

II.1.4) Short description

This Project Information Memorandum (PIM) has been prepared by Energia Group as a briefing note for potential bidders interested in delivering the following ICT services:

? Level 3 support (L3) and enhancements of the Billing Systems (currently two instances of

Oracle CC&B) custom code for the two Billing System instances within Energia Group.

? Projects to upgrade Energia's two Billing systems from Oracle CC&B versions 2.5.0.2 and

2.6.1.0 including Smart 2 Schema upgrade to the latest stable version of Oracle Customer Care & Billing (CC&B) or Oracle Customer to Meter (C2M).

? Possible future major projects, e.g. Implementation of Smart Metering Phase 3.,

Consolidation of Commercial Billing functionality within Power NI billing system into Energia

billing system.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN0 - Northern Ireland

II.2.4) Description of the procurement

The successful Supplier will provide support services for the Energia and Power NI billing systems.

The support services will comprise:

- ? Contract take-on, including knowledge transfer from incumbent third level support providers;
- ? Third level diagnosis of incidents. Energia will be responsible for first and second line support;
- ? Providing resolutions or workarounds for defects through changes to customisations or configuration;
- ? Investigation and resolution of application performance issues;
- ? Design and development of application enhancements or small-scale applications within the billing applications area;
- ? Quality management;
- ? System testing of all changes prior to release;
- ? Release of changes to Energia for implementation;
- ? Service management and reporting;

? Review, acceptance and support of in-house/external third party developed customisations for Billing system related systems;

? Knowledge transfer to the in-house team.

SCOPE OF BILLING SYSTEM UPGRADE PROJECTS

This section describes Energia's proposed approach to the two upgrade projects.

Each of the two CC&B systems must be upgraded from CC&B 2.5 & 2.6 to the latest stable

versions of CC&B or to Oracle C2M (with an agreed point release and service pack based on

availability at the time of the project). It is envisaged that this upgrade will be primarily a 'technical' upgrade but will also include some functional enhancements and the 'migration' of Business functionality from Oracle deprecated technology to Oracle 'road-mapped' technology e.g. Workflow to Service tasks for Market Engagement processing. Energia is open to moving from CC&B to C2M should Suppliers believe this to be in Energia's best interest.

II.2.11) Information about options

Options: No

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-035624](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 August 2023

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Wipro Limited

Bangalore

Country

India

NUTS code

- IN - India

Companies House

L32102KA1945PLC020800

The contractor is an SME

No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Energia Group Legal Team

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BT9 5NF

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