

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/030555-2023>

Contract

## **Smart Meter Optimised Digital Billing & Customer Management System**

SEVERN TRENT WATER LIMITED

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-030555

Procurement identifier (OCID): ocds-h6vhtk-040c91

Published 17 October 2023, 9:43am

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

SEVERN TRENT WATER LIMITED

2 St. Johns Street

COVENTRY

CV12LZ

#### **Contact**

Selina Gidda

#### **Email**

[Selina.Gidda@severntrent.co.uk](mailto:Selina.Gidda@severntrent.co.uk)

#### **Telephone**

+44 7974584700

#### **Country**

United Kingdom

**Region code**

UKG33 - Coventry

**Companies House**

02366686

**Internet address(es)**

Main address

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

**I.6) Main activity**

Water

---

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Smart Meter Optimised Digital Billing & Customer Management 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**

Severn Trent Water will be undertaking the deployment and integration of a smart meter optimised digital billing & customer management system. This will also enable the delivery of per capita consumption (PCC) reductions through smart meter management, customer information & education regarding consumption through related digital billing & customer experience management solutions.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 48100000 - Industry specific software package
- 48444100 - Billing system
- 48445000 - Customer Relation Management software package
- 72212445 - Customer Relation Management software development services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72267000 - Software maintenance and repair services

### **II.2.3) Place of performance**

NUTS codes

- UKG - West Midlands (England)

### **II.2.4) Description of the procurement**

Severn Trent Water will be undertaking the deployment and integration of a smart meter optimised digital billing & customer management system. This will also enable the delivery of per capita consumption (PCC) reductions through smart meter management, customer information & education regarding consumption through related digital billing & customer experience management solutions.

### **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2019/S 212-521277](#)

---

## **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**

8 October 2023

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor**

Kraken Technologies Limited

5th Floor, Uk House, 164-182 Oxford Street

London

W1D 1NN

Country

United Kingdom

NUTS code

- UKI - London

Companies House

12014731

The contractor is an SME

No

---

## **Section VI. Complementary information**

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

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

Severn Trent Water

2 St Johns Street

Coventry

CV1 2LZ

Country

United Kingdom