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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

**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