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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