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Tender

## **National Grid Electricity System Operator Customer Identity and Access Management Solution**

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

F04: Periodic indicative notice – utilities

Call for competition

Notice identifier: 2021/S 000-030847

Procurement identifier (OCID): ocds-h6vhtk-02fff6

Published 10 December 2021, 3:25pm

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

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

NATIONAL GRID ELECTRICITY SYSTEM OPERATOR LIMITED

Grand Buildings, 1-3 Strand

LONDON

WC2N5EH

#### **Contact**

Chris Smedley

#### **Email**

[chris.smedley@nationalgrid.com](mailto:chris.smedley@nationalgrid.com)

#### **Telephone**

+44 7824704770

**Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

[www.nationalgrideso.com](http://www.nationalgrideso.com)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.nationalgrideso.com](http://www.nationalgrideso.com)

**I.6) Main activity**

Electricity

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## **Section II: Object**

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

#### **II.1.1) Title**

National Grid Electricity System Operator Customer Identity and Access Management Solution

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

National Grid Electricity System Operator (NGESO) is seeking to select a strategic partner to develop and provide a new Customer Identity and Access Management (CIAM) solution. The exact requirements of the CIAM will be mapped out as part of the engagement, which will be carried out via the "Negotiated Procedure" as defined by the Utilities Contract regulations 2016.

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKI - London

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

National Grid Electricity System Operator (NGESO) is seeking to select a strategic partner to develop and deliver a new Customer Identity and Access Management (CIAM) solution. The exact requirements of the CIAM will need to be mapped as part of the engagement, which will be carried out via the "Negotiated Procedure" process as defined by the Utilities Contract regulations 2016.

Although exact requirements will be provided as part of the event, some key capabilities

that the CIAM will need to provide include:

- user onboarding to start the digital relationship
- progressive profiling and user access control and role management
- user authentication, including multi-factor and adaptive authentication
- seamless account activation and deactivation process
- simplified identity management
- single sign-on
- account protection, such as fraud detection, brute-force protection)
- consent preferences, marketing preferences and privacy management
- omni-channel support
- scalability and high availability
- potential data migration
- security audits, security logging and reporting

The CIAM will integrate with a number of system types, including, but not limited to:

- internal and cloud-based user identity stores and directory services (e.g. Microsoft Active Directory).
- a digital experience platform (DXP) that will host the NGESO corporate website
- customer relationship management (CRM) systems (e.g. Salesforce)
- internal and cloud hosted digital platforms
- marketing solutions (e.g. Google analytics, Salesforce etc)
- fraud detection and identity proofing solutions
- content management systems (CMS) e.g. Sharepoint, Drupal and others
- data platform services hosted in the cloud (e.g. Azure, AWS, OCI etc) as well as on-

premise data centres

Note: A DXP solution is being procured via a separate tendering process, that will replace our current corporate website ([nationalgrideso.com](http://nationalgrideso.com)) as the single point of access for all ESO data and digital engagements.

## **II.2.14) Additional information**

### **11.2.14.1 Expression of Interest:**

Please indicate your expression of interest and request to access a Pre-Qualification Questionnaire by email to [chris.smedley@nationalgrid.com](mailto:chris.smedley@nationalgrid.com)

### **11.2.14.2 Pre-request to be eligible to participate**

Interested participants will to access the Pre-Qualification Questionnaire (PQQ) of the process via Ariba. Participants successfully selected to continue through to the RFP negotiated procedure phase must be registered on the Achilles Utilities Vendor Data Base (UVDB) system. UVDB is used to pre-qualify our suppliers to ensure they meet the minimum legal and regulatory requirements in order to contract with NGESO.

UVDB is the utility industry pre-qualification system, used by the utilities sector in the UK to manage risk within the supply chain and comply with EU regulations. Joining UVDB as a supplier provides your organisation with an opportunity to showcase your capabilities and access multiple contract opportunities by completing a single Pre-Qualification Questionnaire (PQQ). UVDB is used by many utility buyer organisations.

If you are already registered with UVDB you only need to register under UVDB code 2.1.3 Software Support Services.

If you are not currently registered this can be done by registering at:

<https://www.achilles.com/community/uvdb/>

You will then need to register under UVDB code 2,1,3 Software Support Services.

The Pre-Qualification Questionnaire will be issued via Ariba following closure of this PIN in January 2022 and must be returned by the deadline stipulated within. Please note this date is and and be subject to change. Only Suppliers that are successful at the Pre-qualification stage will be invited to participate in the Tender Event.

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## **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.2.2) Time limit for the receipt of applications for an invitation to tender or to negotiate**

Date

14 January 2022

Local time

3:00pm

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

English

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## **Section VI. Complementary information**

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

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

National Grid ESO

London

Country

United Kingdom