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Planning

C1110 Customer Billing and Contact (CBC) Renewal and Implementation Programme

NI Water and its subsidiaries

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-031454

Procurement identifier (OCID): ocids-h6vhtk-030255

Published 16 December 2021, 3:25pm

Section I: Contracting entity

I.1) Name and addresses

NI Water and its subsidiaries

Westland House

Belfast

BT14 6TE

Email

sourcing@niwater.com

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://etendersni.gov.uk>

I.6) Main activity

Water

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

C1110 Customer Billing and Contact (CBC) Renewal and Implementation Programme

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

This is a Prior Information Notice (PIN) published by NI Water for the purposes of informing potential service providers of the upcoming competition for the provision of

contact centre, billing, debt and channel management services, along with supporting solutions and technology. Potential Tenderers will need to register their business on the www.eTendersNI.gov.uk website. Go to “Register as a Supplier” and follow the registration process. Potential Tenderers will be required to register against the relevant CPV codes applicable to them and to ensure they receive email alerts regarding specific areas of interest. If already registered potential Tenderers should review their contact details to ensure the information is up to date.

Customer contact, billing and debt management are critical components of NI Water customer service and operations. Currently the service supports billing services for approximately 80,000 non-domestic business customers and manages approximately 170,000 customer calls per annum (comprising circa 75% operational and 25% billing related calls).

Due to the approaching expiration of existing service, software licencing and support contract arrangements (the current Customer Contact and Billing ‘CBC’ contract), NI Water needs to procure the services of a provider to supply a new contact centre service, billing, debt and channel management services, along with supporting solutions and technology required to provide service continuity. The new supplier will also provide service enhancements through the delivery of modern and sustainable technology solutions and new ways of working.

Procurement commencement (which is subject to business case approval) is planned for February 2022.

II.1.5) Estimated total value

Value excluding VAT: £55,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 65100000 - Water distribution and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

40 Old Westland Road Belfast BT14 6TE

II.2.4) Description of the procurement

This is a Prior Information Notice (PIN) published by NI Water for the purposes of informing potential service providers of the upcoming competition for the provision of contact centre, billing, debt and channel management services, along with supporting solutions and technology.

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Procurement commencement (which is subject to business case approval) is planned for February 2022.

II.2.14) Additional information

Anticipated duration initial term 7 years with potential extensions of 2 years and a further 1 year.

II.3) Estimated date of publication of contract notice

7 February 2022

Section IV. Procedure

IV.1) Description

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 receipt of expressions of interest

Date

4 February 2022

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

English

Section VI. Complementary information

VI.3) Additional information

Anticipated initial term 7 years with option to extend for 2 years plus 1 additional year.