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Tender

NW2679 - Productivity and Collaboration Framework

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-032063

Procurement identifier (OCID): ocds-h6vhtk-041054

Published 30 October 2023, 7:32pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Jordan Wright

Email

Jordan.Wright@nwl.co.uk

Country

United Kingdom

Region code

UKC14 - Durham CC

Companies House

02366703

Internet address(es)

Main address

<https://nwl.co.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NW2679 - Productivity and Collaboration Framework

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

Northumbrian Water Limited (NWL) provides water and sewerage services to approximately

4.4 million people in the North-East of England, Essex, and Suffolk. NWL aims to become the

most digital water company globally. As part of this vision, Northumbrian Water Group

(NWG) seeks to procure 2+1 years contracts for 4 lots with up to eight suppliers.

NWG is procuring a framework of suppliers to help it maximize the value delivered using M365 and to provide professional services related to M365 and tactical development services.

We want to build on the success already achieved, continuing to use M365 to help streamline processes, boost productivity, and adapt to the evolving digital landscape, positioning ourselves for sustained growth and success.

Lot 1 - Modern Work Adoption & Engagement

NWG are looking for partners to provide expertise and guidance on how to effectively implement and maximize the use of Microsoft's modern work solutions. This includes developing adoption strategies, creating training materials, and delivering targeted training sessions for end-users to ensure that they understand how to use these tools to their fullest potential.

Example work package - This could include developing a proof of concept for a new and emerging technology across the M365 Modern Workplace, such as Viva, Teams, and Copilot.

Lot 2 - M365 Solution Development

Developing custom Power Apps tailored to the specific needs of the business.

Helping the business integrate Power Apps with other M365 tools such as SharePoint, Teams, and Power BI

Advising on best practices for data security and compliance when developing the solution.

Example work package - Developing a proof of concept and a possible solution for the Regional Control Centre process which the team are looking to realise in a modern digital solution. Determine if a MS Power Solution is possible and best suited to their needs.

Lot 3 - SharePoint/Syntex

Developing custom solutions that leverage Syntex for content discovery and management, such as dashboards or reports that surface relevant documents based on specific criteria.

Training employees on how to use Syntex to manage content more effectively, including how to classify content and work with metadata.

Helping the business integrate Syntex with other M365 tools such as Power Apps or Power BI, enabling more advanced workflows and analytics.

Advising on best practices for information governance and compliance within SharePoint and Syntex, ensuring that content is managed in a secure and compliant manner.

Example Work Package - Digital Filing Cabinet - A project to consolidate 3,500 SharePoint sites into a centralised enterprise asset management, and content management solution, where data will be analysed, extracted, and tagged.

Lot 4 Information Architecture and Governance

Provide insight and recommendations for improving the usability, content, design, performance, security, and compliance of NWG Intranet.

Example Work Package - NWG launched a new SharePoint Online Intranet in September 2021, known as 'The Source'., since its launch, it has continued to grow and build upon its original foundations at a rapid pace. The Source is built up of several 'hub' sites on SharePoint that all link into the main home site that utilises the features within SharePoint to have a responsive, engaging and content-driven intranet. 2 years post-launch, we are looking to conduct a review of the Information Architecture, to include: Site Hierarchy, Navigation & Search and Taxonomy.

NOTE: £300,000 is for all 4 lots this is approximately £75,000 per lot. This split is subject to change depending on NWL's future requirements.

II.1.5) Estimated total value

Value excluding VAT: £300,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Modern Work Adoption & Engagement

Lot No

1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

II.2.4) Description of the procurement

NWL are procuring a 2+1 years contract partners to provide expertise and guidance on how to effectively implement and maximize the use of Microsoft's modern work solutions. This includes developing adoption strategies, creating training materials, and delivering targeted training sessions for end-users to ensure that they understand how to use these tools to their fullest potential.

Example work package - This could include developing a proof of concept for a new and emerging technology across the M365 Modern Workplace, such as Viva, Teams, and Copilot.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The initial contract is for 2 years with options to extend for 1 year (up to 3 years in total).

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial contract is for 2 years with options to extend for 1 year

II.2) Description

II.2.1) Title

M365 Solution Development

Lot No

2

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

II.2.4) Description of the procurement

NWL are looking to procure a 2+1 years contract for:

- Developing custom Power Apps tailored to the specific needs of the business.

- Helping the business integrate Power Apps with other M365 tools such as SharePoint, Teams, and Power BI
- Advising on best practices for data security and compliance when developing the solution.
- Example work package - Developing a proof of concept and a possible solution for the Regional Control Centre process which the team are looking to realise in a modern digital solution. Determine if a MS Power Solution is possible and best suited to their needs.

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II.2.11) Information about options

Options: Yes

Description of options

The initial contract is for 2 years with options to extend for 1 year (up to 3 years in total).

II.2) Description

II.2.1) Title

SharePoint/Syntex

Lot No

3

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

II.2.4) Description of the procurement

NWL are looking to procure a 2+1 years contract for:

- Developing custom solutions that leverage Syntex for content discovery and management, such as dashboards or reports that surface relevant documents based on specific criteria.
- Training employees on how to use Syntex to manage content more effectively, including how to classify content and work with metadata.
- Helping the business integrate Syntex with other M365 tools such as Power Apps or Power BI, enabling more advanced workflows and analytics.
- Advising on best practices for information governance and compliance within SharePoint and Syntex, ensuring that content is managed in a secure and compliant manner.
- Example Work Package - Digital Filing Cabinet - A project to consolidate 3,500 SharePoint sites into a centralised enterprise asset management, and content management solution, where data will be analysed, extracted, and tagged.

II.2.5) Award criteria

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Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial contract is for 2 years with options to extend for 1 year (up to 3 years in total).

II.2) Description

II.2.1) Title

Information Architecture and Governance

Lot No

4

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

II.2.4) Description of the procurement

NWL are looking to procure a 2+1 years contract for:

- Provide insight and recommendations for improving the usability, content, design, performance, security, and compliance of NWG Intranet.
- Example Work Package - NWG launched a new SharePoint Online Intranet in September 2021, known as 'The Source'., since its launch, it has continued to grow and build upon its original foundations at a rapid pace. The Source is built up of several 'hub' sites on SharePoint that all link into the main home site that utilises the features within SharePoint to have a responsive, engaging and content-driven intranet. 2 years post-launch, we are looking to conduct a review of the Information Architecture, to include: Site Hierarchy, Navigation & Search and Taxonomy.

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II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The initial contract is for 2 years with options to extend for 1 year (up to 3 years in total).

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.6) Deposits and guarantees required

Parent Company Guarantees and Performance Bonds may be requested as part of the award.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

This will be advised as part of the tender stage.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

If applicable these will be advised in the tender documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

14 November 2023

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 May 2024

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Applicants are asked to note that this procurement process will be conducted electronically

with all documents and communication being managed through the Northumbrian Water e-

Sourcing Spend Management portal called "Ariba".

Expressions of interest must be sent to the e-mail address jordan.wright@nwl.co.uk

before the deadline date. Once your expression of interest has been received (with the details as requested below), you will be given access to the Ariba portal within 48 hours from request (where possible) via an email (you have provided as part of your contact details) with a link to access the Ariba portal. You will be required to complete a

RFP Event in Ariba (following the same link as mentioned above)

RFP Event closes on 20/11/2023

VI.4) Procedures for review

VI.4.1) Review body

TBC

TBC

Country

United Kingdom