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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](mailto: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

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**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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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**

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



Duration in months

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This contract is subject to renewal

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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 (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.2.11) 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).

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## **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.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.4) 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

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## **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](mailto: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