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Planning

## **Workforce Management Software and Implementation**

BRISTOL WATER PLC

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-032066

Procurement identifier (OCID): ocids-h6vhtk-0304b9

Published 22 December 2021, 1:00pm

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

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

BRISTOL WATER PLC

BRIDGWATER ROAD

BRISTOL

BS137AT

#### **Contact**

Alastair Jack

#### **Email**

[alastair.jack@bristolwater.co.uk](mailto:alastair.jack@bristolwater.co.uk)

#### **Telephone**

+44 7717200290

#### **Country**

United Kingdom

**NUTS code**

UKK11 - Bristol, City of

**Internet address(es)**

Main address

[www.bristolwater.co.uk](http://www.bristolwater.co.uk)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Water

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## **Section II: Object**

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

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

Workforce Management Software and Implementation

Reference number

PRO311

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

- 48000000 - Software package and information systems

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

Supplies

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

To supply and implement a new workforce management system, including working through a change management process to align the business with the new systems processes.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,500,000

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

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

We may award or combine the three elements of the service (software supply, implementation and business change) into one, two or three lots.

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

#### **II.2.1) Title**

Software

Lot No

1

**II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

**II.2.3) Place of performance**

NUTS codes

- UKK11 - Bristol, City of

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

Provision of a workforce management system.

**II.2) Description**

**II.2.1) Title**

Integration

Lot No

2

**II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems

**II.2.3) Place of performance**

NUTS codes

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

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

Implement the workforce management system.

**II.2) Description**

**II.2.1) Title**

Change management

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

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

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

Change management necessary to support the implementation of the Work force Management solution.

#### **II.3) Estimated date of publication of contract notice**

28 February 2022

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

English

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### **Section VI. Complementary information**

#### **VI.3) Additional information**

Bristol Water supplies clean water services to 1.2 million people using over a 2,400 km supply area around Bristol. We serve our customers with over 6,700 km of mains and millions of assets that are managed and maintained using our Operational teams. To underpin our commitments to our customers, we use an extensive set of remote desk-based and field-based staff to ensure we maintain excellent levels of customer services.

Bristol Water is examining its options to procure and deliver a new system(s) to support mobile working for approximately 200-250 remote field based and 50 office based planning and scheduling staff. We are looking for a solution(s) that will integrate and work with our existing enterprise class technologies that reside in our IT architecture and support the enablement of various types of work. Planning, scheduling, status completion are just some of the obvious (but not only) areas that we are looking to have included within our solution. In addition, the solution needs to provide improvements to our customers and align to our aims to drive customer excellence in our organisation and improve their self-service capabilities. Ways of working in the mobile space are a critical component to how we operate as a business and a number of capabilities including health and safety, materials management and asset management will be key components into our future mobile working.

We are looking to find a partner(s) that can provide the software for our requirements, implement a new solution to aggressive timescales and work with us through a change management program that will successfully realise the benefits of the new system.

This Prior Information Notice has been placed as part of the organisation's pre-procurement engagement. As part of the pre-procurement Bristol Water intend to hold a supplier information event at the end of January 2022. The aim of the event is to inform the market of our intentions and to assist finalising our procurement approach.

Subject to Covid-19 restrictions and rules in place in England at the time, the event will be held in person at Ashton Gate Stadium, Bristol, on 27th January 2022 between 13.00 and 16.00. We will be limiting in person attendance to one person per company. We will make online attendance available.

To register interest in the event please contact [wfmproject@bristolwater.co.uk](mailto:wfmproject@bristolwater.co.uk) with your company name, company address, company registration number, contact name, contact email address, contact phone number and company website address by 3pm on 14th January. If you can also state if you wish to attend in person or not this will help plan the session.

More details of the event will be sent by email to those registering interest in due course.

This is not a call for competition.