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Tender

# **CRM & Billing System**

Portsmouth Water

F05: Contract notice - utilities

Notice identifier: 2022/S 000-032095

Procurement identifier (OCID): ocds-h6vhtk-037537

Published 11 November 2022, 4:05pm

# **Section I: Contracting entity**

## I.1) Name and addresses

Portsmouth Water

PO Box 8, West Street

Havant

**PO9 1LG** 

## Contact

Paul Swaine

#### **Email**

paul.swaine@portsmouthwater.co.uk

## **Telephone**

+44 7918317436

## Country

**United Kingdom** 

## Region code

UKJ - South East (England)

## Internet address(es)

Main address

https://www.portsmouthwater.co.uk/

Buyer's address

https://portsmouthwater.delta-esourcing.com/

# I.3) Communication

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

https://www.delta-esourcing.com/tenders/UK-UK-Havant:-Customer-Relation-Management-software-development-services.-\*Duplicated\*/3B6DBQYNWX

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

# I.6) Main activity

Water

# **Section II: Object**

## II.1) Scope of the procurement

#### II.1.1) Title

**CRM & Billing System** 

#### II.1.2) Main CPV code

• 72212445 - Customer Relation Management software development services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

Portsmouth Water is seeking to undertake the implementation of a hosted replacement Customer Relationship Management (CRM) and billing system. This will revolutionise our relationship with our customers, providing the capability to present insightful data to customers and deliver superior service levels.

Most importantly, the delivery of the new CRM system capable of leveraging smart metering capabilities, is a critical enabler for realising the benefits of rolling out smart metering in Portsmouth Water's supply area to meet our water resources challenges.

#### II.1.5) Estimated total value

Value excluding VAT: £14,000,000

#### II.1.6) Information about lots

This contract is divided into lots: No

## II.2) Description

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

- 48445000 Customer Relation Management software package
- 48444100 Billing system
- 72212445 Customer Relation Management software development services
- 64210000 Telephone and data transmission services

- 72415000 World wide web (www) site operation host services
- 48100000 Industry specific software package
- 48333000 Contact management software package
- 48480000 Sales, marketing and business intelligence software package
- 48500000 Communication and multimedia software package
- 48510000 Communication software package
- 51000000 Installation services (except software)
- 72200000 Software programming and consultancy services
- 72227000 Software integration consultancy services
- 72263000 Software implementation services
- 72265000 Software configuration services
- 72267000 Software maintenance and repair services
- 64216110 Electronic data exchange services
- 72300000 Data services

#### II.2.3) Place of performance

**NUTS** codes

• UKJ - South East (England)

Main site or place of performance

SOUTH EAST (ENGLAND)

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

Portsmouth Water is seeking to undertake the implementation and hosting of a replacement CRM and billing system. This will revolutionise our relationship with our customers, providing the capability to present insightful data to customers and deliver superior service levels. Most importantly, the delivery of the new CRM system capable of leveraging smart metering capabilities, is a critical enabler for realising the benefits of rolling out smart metering in Portsmouth Water's supply area. The increased data and analytics that the smart programme will deliver, including granular customer usage insight, is a crucial component in engaging our customer base to reduce demand and achieve our water savings.

#### II.2.5) Award criteria

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

## II.2.6) Estimated value

Value excluding VAT: £14,000,000

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

**Duration in months** 

72

This contract is subject to renewal

Yes

Description of renewals

Initial implementation + 5 year term followed by option to renew for a further 5 year term.

## II.2.10) Information about variants

Variants will be accepted: No

## II.2.11) Information about options

Options: No

## II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

# Section III. Legal, economic, financial and technical information

## III.1) Conditions for participation

#### III.1.2) Economic and financial standing

List and brief description of selection criteria

Portsmouth Water require a minimum annual turnover of £15m and satisfactory credit rating

#### III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

## III.1.6) Deposits and guarantees required

In the event of an unsuitable credit rating for the bidding entity, Portsmouth Water may require a parent company guarantee from a suitably rated parent.

## Section IV. Procedure

## **IV.1) Description**

#### IV.1.1) Type of procedure

Open procedure

#### 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.2.1) Previous publication concerning this procedure

Notice number: 2022/S 000-028757

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

Date

30 December 2022

Local time

11:00am

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

30 December 2022

Local time

11:30am

Place

Portsmouth Water

Information about authorised persons and opening procedure

Authorised by HEad of Procurement

# **Section VI. Complementary information**

## VI.1) Information about recurrence

This is a recurrent procurement: No

## VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

## VI.3) Additional information

To view this notice, please click here:

https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=735353484

GO Reference: GO-20221111-PRO-21422440

## VI.4) Procedures for review

## VI.4.1) Review body

Portsmouth Water

Havant

Country

**United Kingdom**