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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