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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](mailto: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](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

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## **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

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## **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.

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## **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

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## **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