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Tender

## **NW2481 - IT Service Management (Software & Implementation)**

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-032736

Procurement identifier (OCID): ocids-h6vhtk-03865c

Published 18 November 2022, 10:49am

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

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

NORTHUMBRIAN WATER GROUP LIMITED

Via : Group Financial Controller Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

#### **Contact**

Andriy Volkov

#### **Email**

[andriy.volkov@nwl.co.uk](mailto:andriy.volkov@nwl.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKC14 - Durham CC

**Companies House**

02366703

**Internet address(es)**

Main address

<https://www.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

NW2481 - IT Service Management (Software & Implementation)

Reference number

NW2481

#### II.1.2) Main CPV code

- 48000000 - Software package and information systems

#### II.1.3) Type of contract

Supplies

#### II.1.4) Short description

Northumbrian Water Limited (NWL) provide water and sewerage services to just under 4.4 million people operating principally in the North-East of England and Essex and Suffolk. It is NWL's vision 'to be the most digital water company in the world' therefore it is our mission to find an ITSM solution that supports this.

NWL wish to procure a 2+2+1-year contract for a new IT service management (ITSM) tool. The tool will be used across both of our water & wastewater businesses. The tool will support NWG employees who are either based at one of our numerous sites, work from home or who are field based.

The key features that we are looking for in a new solution are for it to support us with providing an easy, timely and high-quality customer experience and help us to continue with our journey to drive automation and self-service.

Our current ITSM tool is used by over 400 users to resolve active tickets, supporting over 3,000 NWL employees who have access to raise tickets, and currently provides support for 380 Service & Incident request types. The current ITSM tool provides functionality to support Incident, Problem, Major Incident and Change Management processes.

NWL have an objective to replace the incumbent ITSM solution prior to September 2023 and are therefore planning for an MVP (Minimum Viable Product) initially and then iterative delivery of other elements soon after. Within our requirements there are also items we would look to introduce at some future stage, subject to business need, and will

be looking at expanding into operational technology - to be defined at a later date.

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

Value excluding VAT: £350,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 72227000 - Software integration consultancy services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

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

NWL wish to procure a 2+2+1-year contract for a new IT service management (ITSM) tool. The tool will be used across both of our water & wastewater businesses. The tool will support NWG employees who are either based at one of our numerous sites, work from home or who are field based.

### **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

60

This contract is subject to renewal

Yes

Description of renewals

The initial contract is for 2 years with options to extend for 2+1 years (up to 5 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 2 year contract shall have options to extend for 2+1 years (up to 5 years in total).

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

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Pre-requisites are detailed in the Pre-Qualification (PQQ) document within Ariba tendering portal once an expression of interest is made and access details are provided.

#### **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.

## **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

1 December 2022

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: 30 June 2023

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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 [andriy.volkov@nwl.co.uk](mailto:andriy.volkov@nwl.co.uk) before the deadline date of 12noon 1/12/2022. 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 Pre-Qualification Questionnaire (PPQ) in Ariba (following the same link as mentioned above) before 12noon 12/12/2022.

When sending expression of interest, please provide the following information:

- 1) full company name
- 2) email address you would want the Ariba portal link to be sent to
- 3) details of the person responsible for this tender (Name, Job Title, Tel.)

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

TBC

TBC

Country

United Kingdom