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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): ocds-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

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

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).

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

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 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