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Opportunity

## **NW2517 - Robotic Process Automation (RPA) - Support and Development**

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice reference: 2022/S 000-034024

Published: 1 December 2022, 9:59am

### **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**

Andrea Rowell

#### **Email**

[andrea.rowell@nwl.co.uk](mailto:andrea.rowell@nwl.co.uk)

#### **Country**

United Kingdom

**NUTS 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**

NW2517 - Robotic Process Automation (RPA) - Support and Development

Reference number

NW2517

#### **II.1.2) Main CPV code**

- 72260000 - Software-related services

#### **II.1.3) Type of contract**

Services

#### **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 a partner to support our Robotic Process Automation programme.

Robotic Process Automation (RPA) is operational within NWL, having procured UiPath software in 2020. Over the last 18 months a successful programme has delivered 22 live processes and significant ROI has been realised. These processes cut across multiple Directorates, the main ones within our Wastewater and Customer Directorate.

The current contract with our RPA partner is due to come to an end on 31st March 2023. NWL wish to procure a 2+2+1-year contract for a new RPA partner. NWL have a current arrangement in place with a partner to provide us with both support and development resource for UiPath.

NWL are currently on RPA Automation Cloud Platform version 2021.10. Our chosen partner must have an in-depth knowledge and a close proven working relationship with UiPath, experience and knowledge of the utilities sector and preferable proven history of providing automations within the water and/or utility industry.

The key attributes that we are looking for are, for the procured partner, to support us in

providing an easy, timely and high-quality customer experience, assist our current live processes, and support NWL on all RPA development. The partner must support our goal of realising business value over the coming years.

In addition, to drive efficiencies and to allow regression packs to be executed more often and across multiple applications, NWL require manual test cases to be replaced by automated tests and require a partner to support with this initiative.

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

Value excluding VAT: £1,200,000

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

This contract is divided into lots: No

## **II.2) Description**

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

- 72261000 - Software support services
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72266000 - Software 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 RPA partner. NWL have a current arrangement in place with a partner to provide us with both support and development resource for UiPath.

### **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.

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## **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

14 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 [andrea.rowell@nwl.co.uk](mailto:andrea.rowell@nwl.co.uk) before the deadline date of 12noon 14/12/2022. 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 06/01/2023.

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