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Tender

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

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-034024

Procurement identifier (OCID): ocds-h6vhtk-0389c2

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

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

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).

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

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

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 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