

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034146-2022>

Contract

## **Internal Work Management System (WMS)**

NATIONAL GRID ELECTRICITY DISTRIBUTION PLC

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-034146

Procurement identifier (OCID): ocids-h6vhtk-031510

Published 2 December 2022, 10:00am

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

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

NATIONAL GRID ELECTRICITY DISTRIBUTION PLC

Avonbank, Feeder Road

BRISTOL

BS20TB

#### **Contact**

Rachel Drake

#### **Email**

[rdrake@nationalgrid.co.uk](mailto:rdrake@nationalgrid.co.uk)

#### **Telephone**

+44 1179332383

**Country**

United Kingdom

**Region code**

UKK11 - Bristol, City of

**Companies House**

03266894

**Internet address(es)**

Main address

[www.nationalgrid.co.uk](http://www.nationalgrid.co.uk)

**I.6) Main activity**

Electricity

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Internal Work Management System (WMS)

Reference number

304204

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

- 48000000 - Software package and information systems

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

Supplies

#### **II.1.4) Short description**

NGED has procured a WMS for use across their East Midlands, West Midlands, South West and South Wales licence areas. The WMS shall improve the coordination and management of NGED's workforce.

NGED is undergoing significant change as it prepares to become a key facilitator in the net zero transition. The electricity network will see an acceleration in the uptake of Low Carbon Technologies (LCTs) as transport and heating decarbonises. In addition, there is also a requirement to efficiently manage an ageing asset base. In both cases, there is a need for NGED to drive operational changes to maintain and improve the high level of network reliability and cost-effectiveness for their customers.

NGED's Enterprise Asset Management (EAM) system, CROWN, is used to manage all asset related activities. CROWN is therefore the primary tool for managing volumes of maintenance and new connection related work.

NGED currently use an in-house developed software system called STARS to schedule resources for field-based jobs and tasks. These jobs and tasks include inspections, maintenance of plant and equipment, responding to faults and providing new electricity connections from low voltage up to 132,000 V. Presently, scheduling and allocating resources to carry out the work is predominantly manually driven at a local level with limited visibility to understand detailed costs and timescales for each relevant activity across the

business. This approach is already beginning to be difficult to manage under both the volume of new connections and the scale of maintenance required across the entire network. In addition, the current system does not provide senior managers with easy access to understand underlying costs and timescale variations.

The new WMS is intended to replace STARS and provide the intelligence, user-experience and functionality required by NGED to efficiently manage its network and workforce.

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKK - South West (England)
- UKL14 - South West Wales
- UKL15 - Central Valleys
- UKL16 - Gwent Valleys
- UKL17 - Bridgend and Neath Port Talbot
- UKL18 - Swansea
- UKL21 - Monmouthshire and Newport
- UKL22 - Cardiff and Vale of Glamorgan
- UKL24 - Powys

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

NGED has procured a WMS for use across their East Midlands, West Midlands, South West and South Wales licence areas. The WMS shall improve the coordination and management of

NGED's workforce.

NGED is undergoing significant change as it prepares to become a key facilitator in the net zero transition. The electricity network will see an acceleration in the uptake of Low Carbon Technologies (LCTs) as transport and heating decarbonises. In addition, there is also a requirement to efficiently manage an ageing asset base. In both cases, there is a need for NGED to drive operational changes to maintain and improve the high level of network reliability and cost-effectiveness for their customers.

NGED's Enterprise Asset Management (EAM) system, CROWN, is used to manage all asset related activities. CROWN is therefore the primary tool for managing volumes of maintenance and new connection related work.

NGED currently use an in-house developed software system called STARS to schedule resources for field-based jobs and tasks. These jobs and tasks include inspections, maintenance of plant and equipment, responding to faults and providing new electricity connections from low voltage up to 132,000 V. Presently, scheduling and allocating resources to carry out the work is predominantly manually driven at a local level with limited visibility to understand detailed costs and timescales for each relevant activity across the business. This approach is already beginning to be difficult to manage under both the volume of new connections and the scale of maintenance required across the entire network. In addition, the current system does not provide senior managers with easy access to understand underlying costs and timescale variations.

The new WMS is intended to replace STARS and provide the intelligence, user-experience and functionality required by NGED to efficiently manage its network and workforce.

## **II.2.5) Award criteria**

Quality criterion - Name: Technical Fit / Weighting: 50%

Quality criterion - Name: Service Levels and Delivery / Weighting: 35%

Cost criterion - Name: Implementation and software cost / Weighting: 15%

## **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be automatically renewed for support and maintenance for successive periods of 12 months.

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-003701](#)

---

## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

25 October 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Jones Lang LaSelle Services Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

04877382

The contractor is an SME

Yes

---

## **Section VI. Complementary information**

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

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

High Court of England and Wales

London

Country

United Kingdom