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Tender

NW2596 - Salesforce Developer Services Portal Support

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-034855

Procurement identifier (OCID): ocds-h6vhtk-038c12

Published 8 December 2022, 7:52pm

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

NW2596 - Salesforce Developer Services Portal Support

Reference number

NW2596

II.1.2) Main CPV code

- 72262000 - Software development 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 Developer Services Product.

The Developer Services Product is operational within NWL, having procured Salesforce software in 2021. Over the last 18 months a successful programme has enhanced visibility of customer requests and improved the customer experience by streamlining processes and procedures across our business.

The roadmap we have for enhancing our product is considerable, and includes integrating with other corporate systems, extending it across our business and developing new features for both our internal departments and external customers. NWL wish to procure a 2+2+1-year contract for a new Developer Services partner who can bring extensive knowledge of the Salesforce Platform. The partner will be able to provide expert advice on how best to use the product as well as the necessary skills to work as part of a blended team to scope, develop and test new features.

NWL are currently using the Service Cloud, Community Cloud, Sales Cloud and

Salesforce Survey Products. Our chosen partner must have an in-depth knowledge and a close proven working relationship with Salesforce, experience and knowledge of the utilities sector and preferable proven history of providing successful Salesforce deliveries within the water and/or utility industry.

The key attributes that we are looking for are in the procured partner are to support us in providing an easy, timely and high-quality customer experience, to assist our current live processes, and provide the skills to develop new features within Salesforce. The partner must support our goal of realising business value over the coming years.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

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
- 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 Developer Services partner who can bring extensive knowledge of the Salesforce Platform. The partner will be able to provide expert advice on how best to use the product as well as the necessary skills to work as part of a blended team to scope, develop and test new features.

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 2-year agreement shall have 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 agreement 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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

22 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 be

sent to the e-mail address andriy.volkov@nwl.co.uk before the deadline date of 12noon 22/12/2022. 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 19/01/2023.

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