

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/035624-2022>

Tender

Energia Group Billing System Level 3 Support and Upgrades

Energia Group

F05: Contract notice – utilities

Notice identifier: 2022/S 000-035624

Procurement identifier (OCID): ocds-h6vhtk-0391ce

Published 16 December 2022, 10:27am

Section I: Contracting entity

I.1) Name and addresses

Energia Group

Parkwood House 66 Newforge Lane

Belfast

BT9 5NF

Contact

Debbie Bolton

Email

BillingSystem@energiagroup.com

Country

United Kingdom

Region code

UKN06 - Belfast

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.energiagroup.com>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.energiagroup.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procurement.energiagroup.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Production, transport and distribution of gas and heat

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Energia Group Billing System Level 3 Support and Upgrades

Reference number

EGTI2202

II.1.2) Main CPV code

- 72212000 - Programming services of application software

II.1.3) Type of contract

Services

II.1.4) Short description

This Project Information Memorandum (PIM) has been prepared by Energia Group as a briefing note for potential bidders interested in delivering the following ICT services:

? Level 3 support (L3) and enhancements of the Billing Systems (currently two instances of Oracle CC&B) custom code for the two Billing System instances within Energia Group.

? Projects to upgrade Energia's two Billing systems from Oracle CC&B versions 2.5.0.2 and 2.6.1.0 including Smart 2 Schema upgrade to the latest stable version of Oracle Customer Care & Billing (CC&B) or Oracle Customer to Meter (C2M).

? Possible future major projects, e.g. Implementation of Smart Metering Phase 3., Consolidation of Commercial Billing functionality within Power NI billing system into Energia billing system

II.1.5) Estimated total value

Value excluding VAT: £29,822,993

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKN - Northern Ireland

II.2.4) Description of the procurement

The successful Supplier will provide support services for the Energia and Power NI billing systems.

The support services will comprise:

- ? Contract take-on, including knowledge transfer from incumbent third level support providers;
- ? Third level diagnosis of incidents. Energia will be responsible for first and second line support;
- ? Providing resolutions or workarounds for defects through changes to customisations or configuration;
- ? Investigation and resolution of application performance issues;
- ? Design and development of application enhancements or small-scale applications within the billing applications area;
- ? Quality management;
- ? System testing of all changes prior to release;
- ? Release of changes to Energia for implementation;
- ? Service management and reporting;
- ? Review, acceptance and support of in-house/external third party developed customisations for Billing system related systems;
- ? Knowledge transfer to the in-house team.

SCOPE OF BILLING SYSTEM UPGRADE PROJECTS

This section describes Energia's proposed approach to the two upgrade projects.

Each of the two CC&B systems must be upgraded from CC&B 2.5 & 2.6 to the latest stable versions of CC&B or to Oracle C2M (with an agreed point release and service pack based on availability at the time of the project). It is envisaged that this upgrade will be primarily a 'technical' upgrade but will also include some functional enhancements and the 'migration' of Business functionality from Oracle deprecated technology to Oracle 'road-mapped' technology e.g. Workflow to Service tasks for Market Engagement processing. Energia is open to moving from CC&B to C2M should Suppliers believe this to be in Energia's best interest.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £29,822,993

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 term will be for a five-year period, with an option at Energia Group's discretion, to extend by 1 year at a time up to a maximum of five years, subject to annual review.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2.14) Additional information

The estimated budget given in the notice is the total maximum contract value, only should all extensions, future options and maximum support be availed of during the term of the contract. The minimum contract value is estimated at £14012415.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2) Time limit for receipt of tenders or requests to participate

Date

20 January 2023

Local time

5:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

28 February 2023

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Interested parties should contact Procurement at Energia Group at the following email address,

BillingSystem@energiagroup.com

to register an interest, and access to the Data Room and relevant documentation will be implemented.

VI.4) Procedures for review

VI.4.1) Review body

Energia Group Legal Team

Newforge Lane

Belfast

BT9 5NF

Country

United Kingdom