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Tender

CRM Loyalty Platform

SSE SERVICES PLC

F05: Contract notice – utilities

Notice identifier: 2024/S 000-041272

Procurement identifier (OCID): ocds-h6vhtk-04cc55

Published 20 December 2024, 4:06pm

Section I: Contracting entity

I.1) Name and addresses

SSE SERVICES PLC

43 Forbury Road

READING

RG13JH

Contact

Angela Godwin

Email

angela.godwin@sse.com

Telephone

+44 1189534601

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

02366879

Internet address(es)

Main address

www.sse.com

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.sse.com

Additional information can be obtained from the above-mentioned address

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

I.6) Main activity

Electricity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

CRM Loyalty Platform

II.1.2) Main CPV code

- 72210000 - Programming services of packaged software products

II.1.3) Type of contract

Services

II.1.4) Short description

We are seeking a new vendor to provide a comprehensive loyalty platform that includes cutting-edge

technology and user-friendly websites. Additionally, we require a partner that can offer expert loyalty

consultancy services to aid in maximizing customer engagement and satisfaction. Furthermore, the ideal

vendor should have substantial buying power to procure offers and content that will provide tangible

value to our customers, thereby enhancing their overall experience and loyalty to our brand

II.1.5) Estimated total value

Value excluding VAT: £2,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

We are seeking a new vendor to provide a comprehensive loyalty platform that includes cutting-edge

technology and user-friendly websites. Additionally, we require a partner that can offer expert loyalty

consultancy services to aid in maximizing customer engagement and satisfaction. Furthermore, the ideal

vendor should have substantial buying power to procure offers and content that will provide tangible

value to our customers, thereby enhancing their overall experience and loyalty to our brand

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

3 years plus 2 with the option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

3 years plus 2 with the option to extend

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: No

IV.2) Administrative information

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

Date

24 January 2025

Local time

5:00pm

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

To receive the Procurement documents please email angela.godwin@sse.com

VI.4) Procedures for review

VI.4.1) Review body

SSE PLc

Perth

Country

United Kingdom