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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](mailto: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](http://www.sse.com)

**I.3) Communication**

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

[www.sse.com](http://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

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**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

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## **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](mailto:angela.godwin@sse.com)

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

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

SSE PLc

Perth

Country

United Kingdom