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Tender

# Identity and Access Management (IDAM) Solution

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2025/S 000-044443

Procurement identifier (OCID): ocds-h6vhtk-05697e

Published 30 July 2025, 4:33pm

# Section I: Contracting entity

## I.1) Name and addresses

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

**Contact**

Struan MacAra

**Email**

struan.macara@scottishwater.co.uk

**Telephone**

+44 7880460643

**Country**

United Kingdom

**Region code**

UKM - Scotland

**Internet address(es)**

Main address

https://www.scottishwater.co.uk/

Buyer's address

https://www.scottishwater.co.uk/

## I.3) Communication

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

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

## I.6) Main activity

Water

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# Section II: Object

## II.1) Scope of the procurement

### II.1.1) Title

Identity and Access Management (IDAM) Solution

Reference number

SW25/DIG/1511

**II.1.2) Main CPV code**

• 48000000 - Software package and information systems

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

Scottish Water is looking to refresh the existing Identity and Access Management (IDAM) technologies (including Microsoft Identity Manager), with a Cloud Based solution and the implementation of a fully supported model (including third party alliance management).

**II.1.5) Estimated total value**

Value excluding VAT: £4,000,000

**II.1.6) Information about lots**

This contract is divided into lots: No

## II.2) Description

**II.2.3) Place of performance**

NUTS codes

• UKM - Scotland

Main site or place of performance

Scotland Wide

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

1. Background Information

Scottish Water is looking to refresh the existing Identity and Access Management (IDAM) technologies (including Microsoft Identity Manager), with a Cloud Based solution and the implementation of a fully supported model (including third party alliance management). The solution will ensure that Scottish Water will have control of the End-to-End lifecycle of the user accounts (internal and external third parties), as well as evidencing simplification

and improvements to the existing process and technology currently in place.

The end solution must also ensure there is an enhanced level of resilience for critical national infrastructure whilst removing manual interventions, improving existing control processes and maintaining relevant policies and compliance (e.g. UK DPA and General Data Protection Regulation).

The successful solution must be able to support Scottish Water's technical future expectations and is expected to provide the technical capabilities for and transform how the organisation approaches its Identity and Access Management needs and processes.

2. New Contract Requirements

End to End solution/application capable of managing and transforming the Scottish Water Identity and Access Management Processes which includes:

Platform replacement of current IDAM solution with a modernised Identity Governance Admin (IGA) Platform

• Replacement of Microsoft Identity Management (MIM).

• Refresh of supporting orchestration engine – e.g. Entra ID.

• Improved audit and reporting capabilities on the Joiners, Movers, Leavers (JML) and Risk Management processes for access management.

• Capabilities to enable automated Role Based Access Controls with third party applications, e.g. Entra Id, Oracle, WorkDay with the potential for deployment into Scottish Water to be considered with the potential for deployment into Scottish Water via recognised integration approaches (e.g. Connextors/APIs)

• Consistent user experience (internally and for third-parties) so they can view permissions and access rights.

• Decommissioning of existing Identity and Access Management Technologies.

Deployment into Scottish Water

• Manage the End-to-End delivery and transition to the new IDAM solution to support the technology and process changes required for the SW strategy (including Design, Development, Configuration and Data Management).
• Manage the required integration to Input (e.g. HR or ServiceNow) systems or Output

systems (e.g. Directories or Applications).
• Management of all required decommissioning.
• End to End test management and test activities for the new IDAM processes.
• The IGA tool must provide functionality to help Scottish Water leverage analytics to detect and respond to anomalous access patterns or potential security risk.
• Ownership and completion of all relevant deliverables to support the Scottish Water internal change governance and framework, including stakeholder management.
• Delivery of communications and training as agreed appropriate with Scottish Water. Evidence of existing training already incorporated with vendors own solution.

Policy, Support and Maintenance

• Compliance with all relevant data, identity and access policies and regulations such as UK DPA & General Data Protection Regulation (GDPR).
• Consistent policies across Scottish Water for on-premises and hosted (cloud) services.
• Ownership and completion of all relevant governance deliverables in line with Scottish Water Digital Change framework.
• Evidence of vendor supportability, timelines and service management criteria.

Business Process Optimisation

• Analysis of processes and tools for managing digital identity lifecycle for Employees, and third parties (e.g. Delivery Partners, Contractors and supply chain orgs) and have the capabilities to manage machine identities.
• The IGA tool should have the capabilities to connect Business to Business and Business to Customer.
• Tools and supporting processes to manage the user lifecycle from provisioning through to de-provisioning of accounts and access rights, authentication & applications.
• Increased automation, efficiency and speed of JML process.
• Full audit and reporting capabilities on the JML and Risk Management processes for access management.
• Development of Role Based Access Control optimisation and appropriate Risk Management and Security checks in the processes.

The solution must be able to support all Scottish Water employees and third-party identities– mapping of these requirements is required (includes Europe (EU) and other offshore locations).

Data storage must follow Scottish Water policies on geographical requirements.

Although remote working is likely, where face to face collaboration is necessary, it is expected Scottish Water's principal office at The Bridge, 6 Buchanan Gate, Glasgow G33

6FB will be deemed the project base address, and any travel or associated cost would be absorbed by the vendor and not Scottish Water.

**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: £4,000,000

**II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

96

This contract is subject to renewal

No

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

**II.2.14) Additional information**

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

# Section III. Legal, economic, financial and technical information

## III.1) Conditions for participation

### 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.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

See Procurement Documents for further information.

## III.2) Conditions related to the contract

### III.2.2) Contract performance conditions

See Procurement Documents for further information.

# 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.1.8) 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

25 August 2025

Local time

12:00pm

### 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

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

## VI.4) Procedures for review

### VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

### VI.4.2) Body responsible for mediation procedures

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

Email

help@scottishwater.co.uk

Country

United Kingdom

Internet address

https://www.scottishwater.co.uk/