

Information Management Unit

IT Suite

Westland House

40 Old Westland Road

Belfast

BT14 6TE

Tel: 03457 440088

Email: imu@niwater.com

Your reference:

Our reference: NIW 2425230

Date: 14 August 2024

Dear [REDACTED]

Freedom of Information Act 2000

Thank you for your email of 17 July 2024, in which you requested information about NI Water's following Information Technology contracts:

1. Enterprise Resource Planning (ERP) software
2. Customer Relationship Management (CRM) solution
3. Primary Human Resources (HR) and Payroll software solution
4. Primary corporate Finance Software Solution

As your queries fall within the definition of Freedom of Information requests, NI Water is replying under the disclosure provisions of the above legislation ("the Act").

NI Water's existing contracts with Oracle and Fujitsu have been extended under an approved Direct Award Contract to December 2024 in relation to the existing software (Oracle E-Business Suite) and support of this software.

In parallel to this, NI Water has awarded new contracts after an open tender procurement exercise, again to Oracle and Fujitsu. ([C1118 - Future Corporate Systems - Find a Tender \(find-tender.service.gov.uk\)](#)).

The new software being delivered from this procurement is Oracle Fusion Cloud SaaS for ERP & HCM and this will be implemented within the next 12 months.

I have answered the below specific questions in relation to the new software contracts.

Answering each question in turn NI Water replies as follows:

- 1. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.**
- 3. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades.**
- 4. The organisation's primary corporate Finance Software Solution-this is the organisation's main Finance system and may include service support, maintenance and upgrades.**

- Software Category: Finance
- Name of Supplier: Fujitsu Ltd
- The brand of the software: Oracle Fusion Cloud
- Description of the contract: [C1118] Future Corporate Systems
- Number of Users/Licenses: Approximately 1,500
- Annual Spend: £680k
- Contract Duration: 5+1+1 Years
- Contract Start Date: 18/1/2023
- Contract Expiry: 17/01/2028 (pre-approval of optional extensions)
- Contract Review Date: 01/01/2026

ALSO

- Software Category: Finance
- Name of Supplier: ORACLE CORPORATION UK LTD
- The brand of the software: Oracle Fusion Cloud

- Description of the contract: [X258] Oracle Licences for FCS (Future Corporate Systems)
- Number of Users/Licenses: Approximately 1,500
- Annual Spend: £1,000k
- Contract Duration: 5+5 Years
- Contract Start Date: 13/01/2023
- Contract Expiry: 12/01/2028
- Contract Review Date: 01/01/2026

3. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main CRM system and may include service support, maintenance and upgrades.

NI Water's existing contract with Echo Managed Services Limited has been extended, under an approved contract modification, to March 2025 in relation to the existing software (RapidXtra) and support of this software.

In parallel to this, NI Water has awarded a new contract after an open tender procurement exercise, again to Echo Managed Services Limited. (The award notice is attached.) The new software being delivered from this procurement is Aptumo and this will be implemented within the next 12 months.

- Software Category: Customer Services
- Name of Supplier: ECHO MANAGED SERVICES LIMITED
- The brand of the software: Aptumo
- Description of the contract: [C1110] Customer Billing and Contact (CBC) Renewal and Implementation Programme
- Number of Users/Licenses: Approximately 350
- Annual Spend: £6m
- Contract Duration: 10 Years in total based on 7+2+1.
- Contract Start Date: 14/03/2023
- Contract Expiry: Current expiry 13/03/2030 (2033)
- Contract Review Date: 13/03/2030

The contact details of NI Water staff have been withheld under Section 40(2) of the Freedom of Information Act 2000 (third-party personal information). This is an absolute exemption, which does not require consideration of the public interest in disclosure.

You have the right to request that NI Water formally review this response within two calendar months of the date of this letter. If you wish to do so, please write to NI Water Information Management Unit, IT Suite, Westland House, 40 Old Westland Road, Belfast, BT14 6TE.

If, after such an internal review, you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, CHESHIRE, SK9 5AF, who will undertake an independent review.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Information Management Unit
Northern Ireland Water



Supplement to the Official Journal of the European Union

Info and online forms: <http://simap.ted.europa.eu>

Contract award notice – utilities

Results of the procurement procedure

This notice is related to following:

- Directive 2014/25/EU

Section I: Contracting entity

I.1) Name and addresses ¹ (please identify all contracting entities responsible for the procedure)

Official name: NI Water and its subsidiaries		National registration number: ²	
Register:			
Other register:			
Justification:			
Postal address: Westland House			
Town: Belfast	NUTS code: UK	Postal code: BT14 6TE	Country: United Kingdom
Contact person: sourcingniwater.com		Telephone:	
E-mail: sourcing@niwater.com		Fax:	
Internet address(es)			
Main address: (URL) https://etendersni.gov.uk/epps			
Address of the buyer profile: (URL) https://etendersni.gov.uk/epps			

I.2) Joint procurement

<input type="checkbox"/> The contract involves joint procurement, In the case of joint procurement involving different countries, state applicable national procurement law:
<input type="checkbox"/> The contract is awarded by a central purchasing body.

I.6) Main activity

<input type="radio"/> Production, transport and distribution of gas and heat	<input type="radio"/> Railway services
<input type="radio"/> Electricity	<input type="radio"/> Urban railway, tramway, trolleybus or bus services
<input type="radio"/> Extraction of gas and oil	<input type="radio"/> Port-related activities
<input type="radio"/> Exploration and extraction of coal and other solid fuels	<input type="radio"/> Airport-related activities
<input checked="" type="radio"/> Water	<input type="radio"/> Other activity:
<input type="radio"/> Postal services	

Section II: Object

II.1) Scope of the procurement

Canonical address: (URL)	
II.1.1) Title: CFT - C1110 Customer Billing and Contact (CBC) Renewal and Implementation Programme	Reference number: ²
II.1.2) Main CPV code: 72000000	Supplementary VOC code: ^{1,2}
II.1.3) Type of contract <input type="radio"/> Works <input type="radio"/> Supplies <input checked="" type="radio"/> Services	
II.1.4) Short description: NI Water is seeking, through a single procurement process, to award to a prime delivery partner to provide and support Customer contact, billing, collection and channel services and solutions for NI Water.	
II.1.6) Information about lots This contract is divided into lots <input type="radio"/> yes <input checked="" type="radio"/> no	
II.1.7) Total value of the procurement (excluding VAT) ¹⁰ (Agree to publish? <input checked="" type="radio"/> yes <input type="radio"/> no) Value: [71871000.00] (Please give the total value of the procurement. For information about individual contracts, please use section V) or Lowest offer: [] / Highest offer: [] taken into consideration Currency: GBP (for framework agreements – total maximum value for their entire duration) (for dynamic purchasing systems – value of contract(s) not included in previous contract award notices) (for contracts based on framework agreements, if required – value of contract(s) not included in previous contract award notices)	

II.2) Description ¹ (1)

II.2.1) Title: ²	Lot No: ²
II.2.2) Additional CPV code(s): ² Main CPV code: ¹ 72200000 Supplementary VOC code: ^{1,2} Main CPV code: ¹ 72500000 Supplementary VOC code: ^{1,2} Main CPV code: ¹ 72600000 Supplementary VOC code: ^{1,2} Main CPV code: ¹ 72260000 Supplementary VOC code: ^{1,2} Main CPV code: ¹ 72230000 Supplementary VOC code: ^{1,2}	
II.2.3) Place of performance NUTS code: ¹ [UK] [UKN] Main site or place of performance:	
II.2.4) Description of the procurement: NI Water is seeking, through a single procurement process, to award to a prime delivery partner to provide and support Customer contact, billing, collection and channel services and solutions for NI Water. (nature and quantity of works, supplies or services or indication of needs and requirements)	
II.2.5) Award criteria: (Agree to publish? <input checked="" type="radio"/> yes <input type="radio"/> no) <input checked="" type="checkbox"/> Quality criterion ^{1, 2, 20} Name Weighting Quality 70 <input checked="" type="radio"/> Cost criterion ^{1, 20} Name Weighting Price 30 <input type="radio"/> Price ²¹ - Weighting:	
II.2.11) Information about options Options <input checked="" type="radio"/> yes <input type="radio"/> no Description of options: Extension periods are 2 years then 1 year.	
II.2.13) Information about European Union funds The procurement is related to a project and/or programme financed by European Union funds <input type="radio"/> yes <input checked="" type="radio"/> no Identification of the project:	
II.2.14) Additional information:	

Section IV: Procedure

IV.1) Description

<p>IV.1.1) Type of procedure</p> <p><input type="radio"/> Open procedure</p> <p><input type="radio"/> Restricted procedure</p> <p><input checked="" type="radio"/> Negotiated procedure with prior call for competition</p> <p><input type="radio"/> Competitive dialogue</p> <p><input type="radio"/> Innovation partnership</p> <p><input type="radio"/> Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below (<i>please complete Annex D2</i>)</p>
<p>IV.1.3) Information about a framework agreement or a dynamic purchasing system</p> <p><input type="checkbox"/> The procurement involves the establishment of a framework agreement</p> <p><input type="checkbox"/> A dynamic purchasing system was set up</p>
<p>IV.1.6) Information about electronic auction</p> <p><input type="checkbox"/> An electronic auction has been used</p>
<p>IV.1.8) Information about the Government Procurement Agreement (GPA)</p> <p>The procurement is covered by the Government Procurement Agreement <input type="radio"/> yes <input checked="" type="radio"/> no</p>

IV.2) Administrative information

<p>IV.2.1) Previous publication concerning this procedure ²</p> <p>Notice number in the OJ S: 2022/S 000-006629</p> <p><i>(One of the following: Periodic indicative notice – utilities, used as a call for competition; Contract notice – utilities; Qualification system – utilities, used as a call for competition; Voluntary ex ante transparency notice)</i></p>
<p>IV.2.8) Information about termination of dynamic purchasing system</p> <p><input type="checkbox"/> The notice involves the termination of the dynamic purchasing system published by the above contract notice</p>
<p>IV.2.9) Information about termination of call for competition in the form of a periodic indicative notice</p> <p><input type="checkbox"/> The contracting entity will not award any further contracts based on the above periodic indicative notice</p>

Section V: Award of contract ¹

Contract No: 1 **Lot No:** ² **Title:** Contract

A contract/lot is awarded yes no

V.1) Information on non-award

<p>The contract/lot is not awarded</p> <p><input type="radio"/> No tenders or requests to participate were received or all were rejected</p> <p><input type="radio"/> Other reasons (discontinuation of procedure)</p> <p>Notice reference: ⁷ (year and document number)</p>

V.2) Award of contract

V.2.1) Date of conclusion of the contract: (dd/mm/yyyy) 22/03/2023			
V.2.2) Information about tenders (Agree to publish? <input checked="" type="radio"/> yes <input type="radio"/> no)			
Number of tenders received: [8]			
Number of tenders received from SMEs: [0] (SME – as defined in Commission Recommendation 2003/361/EC)			
Number of tenders received from tenderers from other EU Member States: [0]			
Number of tenders received from tenderers from non-EU Member States: [1]			
Number of tenders received by electronic means: [8]			
The contract has been awarded to a group of economic operators: <input type="radio"/> yes <input checked="" type="radio"/> no			
V.2.3) Name and address of the contractor ¹ (Agree to publish? <input checked="" type="radio"/> yes <input type="radio"/> no)			
Official name: ECHO MANAGED SERVICES LTD		National registration number: ²	
Register:			
Other register:			
Justification:			
Postal address: Green Lane			
Town: WALSALL	NUTS code: UK	Postal code: WS2 7PD	Country: United Kingdom
E-mail: [REDACTED]@echo-ms.com		Telephone:	
Internet address: (URL) https://etendersni.gov.uk/epps		Fax:	
The contractor is an SME: <input type="radio"/> yes <input checked="" type="radio"/> no			
V.2.4) Information on value of the contract/lot (excluding VAT) (Agree to publish? <input checked="" type="radio"/> yes <input type="radio"/> no)			
Initial estimated total value of the contract/lot: ² [55000000.00]			
(for framework agreements or dynamic purchasing systems – estimated total maximum value for the entire duration of this lot)			
Total value of the contract/lot: [100000000.00]			
or			
Lowest offer: [] / Highest offer: [] taken into consideration			
Currency: GBP			
(for framework agreements – total maximum value for this lot)			
(for dynamic purchasing systems – value of contract(s) for this lot not included in previous contract award notices)			
(for contracts based on framework agreements, if required – value of contract(s) for this lot not included in previous contract award notices)			
V.2.5) Information about subcontracting			
<input type="checkbox"/> The contract is likely to be subcontracted			
Value or proportion likely to be subcontracted to third parties ⁴			
Value excluding VAT: [] Currency:			
Proportion: [] %			
Short description of the part of the contract to be subcontracted:			
V.2.6) Price paid for bargain purchases ²			
Value excluding VAT: Currency:			
V.2.7) Number of contracts awarded: ⁷ [1]			
V.2.8) Country of origin of the product or service ⁷			
<input checked="" type="checkbox"/> Community origin			
<input type="checkbox"/> Non-community origin			
Country ¹			
V.2.9) The contract was awarded to a tenderer who submitted a variant ⁷ <input type="radio"/> yes <input checked="" type="radio"/> no			
V.2.10) Tenders were excluded on the ground that they were abnormally low ⁷ <input type="radio"/> yes <input checked="" type="radio"/> no			

Section VI: Complementary information

VI.3) Additional information ²

The contract value will be between £70,000,000 and £100,000,000

VI.4) Procedures for review

VI.4.1) Review body		
Official name: NIWater		
Postal address:		
Town: Belfast	Postal code:	Country: United Kingdom
E-mail:		Telephone:
Internet address: (URL)		Fax:
VI.4.2) Body responsible for mediation procedures ²		
Official name:		
Postal address:		
Town:	Postal code:	Country:
E-mail:		Telephone:
Internet address: (URL)		Fax:
VI.4.3) Review procedure		
Precise information on deadline(s) for review procedures:		
VI.4.4) Service from which information about the review procedure may be obtained ²		
Official name:		
Postal address:		
Town:	Postal code:	Country:
E-mail:		Telephone:
Internet address: (URL)		Fax:

VI.5) Date of dispatch of this notice: (dd/mm/yyyy)

It is the contracting authority's/contracting entity's responsibility to ensure compliance with European Union law and any applicable laws.

¹ please repeat as many times as needed

² if applicable

⁴ if this information is known

⁷ mandatory information not to be published

²⁰ importance may be given instead of weighting

²¹ importance may be given instead of weighting; if price is the only award criterion, weighting is not used