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Tender

Bill Printing

NORTHUMBRIAN WATER LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-001202

Procurement identifier (OCID): ocds-h6vhtk-042cf8

Published 15 January 2024, 8:37am

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Laura McMain

Email

laura.mcmain@nwl.co.uk

Telephone

+44 7805786518

Country

United Kingdom

Region code

UKC - North East (England)

Companies House

366703

Internet address(es)

Main address

www.nwl.co.uk

I.3) Communication

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

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Bill Printing

Reference number

NW2651

II.1.2) Main CPV code

- 79810000 - Printing services

II.1.3) Type of contract

Services

II.1.4) Short description

The scope of works includes, but is not limited to, a service provider for the provision of bill printing. The items that are to be provided include:

1. Printing of our customer bills and letters, including:

- Laser printing of bills and letters.
- Mailsorting our bill and letter files, including adding a Mailmark barcode on the documents.
- Enclosing ready for collection by downstream service provider to meet mailsort requirements.
- Provide or process controls tracking data from receipt of files to the despatch of mail.
- Procurement / provision of stationery including paper, envelopes and occasionally leaflets.
- Provision of stock storage, stock reports and stock re-order alerts when re-order levels are reached.
- Processing of returned mail, including providing a weekly file detailing mail returned.

2. PayPoint payment card production, including:

- Provision or sourcing of plastic payment cards, and paper for customer letters
- Encoding of magnetic strip
- Card attached to customer letter and mailed. Currently mailed using existing envelope stock from our main print files detailed above.

3. Hybrid Mail solution

- Providing a print solution for our colleagues working both in the office and at home

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

II.2.4) Description of the procurement

The initial contract will be for a period of three years with the option to extend for a further two years. The supplier must be able to manage the printing and fulfilment of 12 to 25,000 items on a daily

basis. In addition to daily files they should be able to manage the peak of annual billing. This will require a

phased mailing over a four week period during February and March where approximately 550,000 bills will be

produced . This is in addition to our daily file volumes.

Approximate annual volumes

- Daily bills 1.5m, Usually 2-4 sheets. Typically 4 sheets April to September when additional onserts are used and 2 sheets October to March.
- Daily Letters 2.4m, 1 to 3 page documents
- Annual bills 0.55m, Typically 4 sheet bills including selective onserts, a small number may have up to two additional onserts.
- Outer envelopes 4.5m 162mm x 235mm
- Return envelopes, 1.1m 102mm x 216mm

All bills and letters are printed on continuous plain white paper. In the 12 months up to end of November 2023 our continuous paper usage has totalled 10.255 million A4 sheets

Payment Cards - Approximately 30,000 cards are issued per year. Volumes are on average 115 per day

Hybrid Mail - Over the last 12 months our monthly volumes have been between around 4,000 and 11,000.

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

Start date

1 December 2024

End date

30 November 2029

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The initial contract term will run from 01/12/2024 for three years to 30/11/2027. The option will be available to extend the Contract from a further two years to 30/11/2029. The total maximum duration of the Contract being five years.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

The following requirements are mandatory for inclusion on the tender:

- APACS Registered.
- Already producing transactional mail at similar volumes and have the ability to provide a reference in the Prequalification questionnaire
- Ability to work with a downstream access provider.
- Ability to undertake Mailsort.
- Ability to hold mail securely on our behalf
- Offer a continuous white paper solution
- To have a Disaster recovery and peak capacity provision
- Provision of Payment Cards
- Offer a Hybrid Mailing solution

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

The following requirements are mandatory for inclusion on the tender:

Ability to deal with AFP files

Ability to identify flags in the AFP files to allow selective inserting

A secure FTP link

III.1.6) Deposits and guarantees required

If the Dun and Bradstreet credit rating returns a rating of 'above average risk' or 'high risk', the contracting entity

will request further financial information for review and a parent company guarantee may be required.

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

30 January 2024

Local time

4:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 30 November 2024

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Applicants are asked to note that this procurement process will be conducted electronically with all documents

and communication being managed through the Northumbrian Water e-Sourcing Spend Management portal called 'Ariba'.

Expressions of interest from this notice must be sent to the e-mail address laura.mcmain@nwl.co.uk before the deadline date

of the 30 January 2024 at 16:00hrs. Once expression of interest has been received that contains the details below, applicants

will be given access to the Ariba portal within 48 hours from request. This portal will contain all the tender

documents associated with this procurement that are available at the time. An email link will also be provided

to the email address you provide to access the portal. The deadline for return of the completed PQQ is the 5th February 2024 at 12noon.

When sending expression of interest, applicants must provide the following information:

- 1) Full company name
- 2) Main contact details of the person who will be given access to the Ariba portal - Name, job title, E mail

address and telephone number

There are a number of mandatory requirements set out in this notice (section III
Conditions for participation)

for inclusion in this tender process, please ensure you can meet these requirements
before you express your

interest

VI.4) Procedures for review

VI.4.1) Review body

TBC

TBC

Country

United Kingdom