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Tender

Lean Coaching & Training

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2022/S 000-003307

Procurement identifier (OCID): ocds-h6vhtk-031386

Published 4 February 2022, 4:15pm

Section I: Contracting entity

I.1) Name and addresses

Scottish Water

6 Buchanan Gate

Glasgow

G33 6FB

Email

iain.masterson@scottishwater.co.uk

Telephone

+44 7443876127

Country

United Kingdom

NUTS 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://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Coaching-services./ECHV9474QH>

Additional information can be obtained from the above-mentioned address

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-title/ECHV9474QH>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Lean Coaching & Training

Reference number

SW22/ACP/1394

II.1.2) Main CPV code

- 79998000 - Coaching services

II.1.3) Type of contract

Services

II.1.4) Short description

Scottish Water seeks to appoint a Lean Improvement partner to provide a variety of proven high-quality support to build internal continual improvement culture and capability across the business, for a 3 year period, subject to ongoing performance review and being able to demonstrate value for money.

II.1.5) Estimated total value

Value excluding VAT: £800,000

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

II.2.4) Description of the procurement

Brief and specification

This section provides tenderers with an overview of the Lean requirements for Scottish Water's Culture and capability build, sets out the scope and specification requirements and the information to be provided by each supplier.

Proposed scope for lean culture and capability development services for various Scottish Water events for 3 years

Scottish Water seeks to appoint a Lean Improvement partner to provide a variety of proven high-quality support to build internal continual improvement culture and capability across the business, for a 3 year period, subject to ongoing performance review and being able to demonstrate value for money.

Background

Scottish Water services support the daily lives of 2.54 million households and 152,000 business premises across Scotland. We employ nearly 4,000 people based all over Scotland.

We have a bold ambition to transform our business. Transforming what we do to provide water and waste water services in a way that makes the broadest possible contribution to the life and wellbeing of people, businesses, communities and the environment across Scotland.

One of our transformation workstreams, Lean Agile Solutions will develop broad and layered lean capability and a sustainable culture across the business to empower our people to continually improve our processes and ways of working.

To facilitate this we are looking to procure services from a partner organisation who can provide high quality training, coaching and support to develop people at various levels, including our leadership community to a degree where we have a well embedded, sustainable and self-sufficient Lean improvement culture.

The appointed provider will be awarded the contract based on their proven experience in a similar context, ability to deliver solutions that support our ambitions in this space and offer best value for money.

During this period, our partner must work to develop lean specialist within the business who will ultimately take on the partner role by the end of the 3-year period, being able to train all levels of leadership and practitioner up to Green Belt level.

Scope and specification

As a guide, listed below are the requirements we need from a partner organisation.

- Must have proven experience and competence within a similar context supporting the development of lean culture and capability

- Must be able to demonstrate value
- Design and development of lean academy structure and content (including our playbooks).
- Must provide accredited Lean training to required levels.
- Must have a lean leadership offering that complements our Lean Agile model and our business needs and drives behaviour and engagement with our leadership community.
- Centre of Excellence/trainer/coach development support
- Must be able to coach and mentor trainees to a sufficient level (e.g. able to do lean to the level trained)
- Provide engaging trainers with relevant industry experience who can deliver content online
- Must be a thought leader in Lean/ Continual Improvement /Business Excellence.
- Must be able to support and influence our roadmap to business wide sustainable improvement.
- Numbers over a 3-year period to be developed to various levels is around 2000 staff.
- Dovetail training with our Leadership program and Agile training plans
- Provision of a benchmarking and maturity assessment model
- Offer exposure to other organisations through e.g. though forums, through wider leadership training / coaching etc.
- Support the development of a single SW improvement concept and strategy- including digitisation / Agile etc.
- Training / coaching should be able to be tailored to specific business areas.

If successful you will be required to work closely with our internal specialists, in particular the Lean agile solutions team on a regular basis for example to ensure plans are on target and ongoing review off deliverables are on track for performance and quality.

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: £800,000

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

Initial contract period of 3 years with 2 x 1 year optional extensions at the sole discretion of SW.

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

The PQQ documents can also be accessed by logging in through the Scottish Water Delta e-sourcing webpage <https://scottishwater.delta-esourcing.com/> and through the Response Manager section using the following Access Code:

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

Applicants will be expected to be of sufficient financial and economic standing to support the anticipated contract value. All applicants must complete the financial questions within the pre-qualification questionnaire and tender documents. Financial standing relevant to the anticipated contract value will be determined by Scottish Water based on the response to the pre-qualification questionnaire and any further financial checks deemed necessary

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.6) Deposits and guarantees required

Scottish Water reserves the right to require deposits, guarantees, bonds or other forms of appropriate security

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

All prices quoted shall be in Sterling (UK) and all payments shall be made in Sterling (UK). Payment shall be made on the basis of

completed services in accordance with the agreed contract rates, schedules and conditions of contract

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

In the event of a group of companies submitting an accepted offer it will be necessary for each member of the group to sign an undertaking that each company in the group will be jointly and severally liable for the satisfactory performance of the contract

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Bidders must comply with modern slavery act and operate an ethical supply chain

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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 several operators

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

9 March 2022

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.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Scottish Water will not accept the SPD. We will only accept a completed Scottish Water PQQ document. This Notice does not preclude Scottish Water from issuing other notices for specific requirements. Responses to the FTS Notice will be evaluated and only successful applicants following PQQ evaluation will be invited to submit a tender. Applicants who fail to supply all of the information requested in response to this Notice or any resulting tender exercise may risk elimination

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Glasgow:-Coaching-services./ECHV9474QH>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/ECHV9474QH>

GO Reference: GO-202224-PRO-19595373

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9TW

Telephone

+44 1414298888

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Scottish Water

6 Buchanan Gate

Glasgow

G33 6FB

Telephone

+44 8000778778

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Scottish Water

6 Buchanan Gate

Glasgow

G33 6FB

Telephone

+44 8000778778

Country

United Kingdom