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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](mailto: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

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**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:

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## **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

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## **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

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## **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