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Tender

Water Saving Services

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2024/S 000-003700

Procurement identifier (OCID): ocds-h6vhtk-04372e

Published 5 February 2024, 2:05pm

Section I: Contracting entity

I.1) Name and addresses

Scottish Water

6 Buchanan Gate

Paul Stewart

G33 6FB

Contact

Paul Stewart

Email

paul.stewart@scottishwater.co.uk

Telephone

+44 7976460907

Country

United Kingdom

Region code

UKM - Scotland

Internet address(es)

Main 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-Paul-Stewart:-Water-distribution-and-related-services./QR6M48W337>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/QR6M48W337>

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

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Water Saving Services

Reference number

SW23/CON/1461

II.1.2) Main CPV code

- 65100000 - Water distribution and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Scottish Water is committed to providing householders and communities across Scotland with help and advice on how they can be more water efficient and the benefits this entails. The appointed supplier will assist householders interested in saving water (including householders whose initial contact relates to energy saving advice), manage communications and the provision of advice and/or water saving devices and report on the effectiveness of the campaign.

II.1.5) Estimated total value

Value excluding VAT: £1,250,000

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

Background Information: Scottish Water is committed to providing householders and communities across Scotland with help and advice on how they can be more water efficient and the benefits this entails. Scottish Water wishes to target water savings advice at householders who may have also shown an interest in energy saving advice. New Framework Requirements: Scottish Water wishes to enter into a framework agreement for the provision of Water Saving Advice Services to provide this service across Pan Scotland for an initial 3-year period with 5 x 1 year extension options. The details are below: The scope includes but is not limited to: •Developing and implementing a comprehensive engagement strategy with households. •Assisting households who are interested in energy savings advice and providing them with water savings advice as well. •Providing a call-centre for householder enquiries •Tailoring the provision of advice and devices according to the geographic location of the householder. [The free issue of water saving devices is dependent on the degree of water scarcity in the householder's location] •Co-ordinating with SW's appointed device supplier to initiate, manage and confirm delivery of customer orders (N.B. SW pays the device supplier directly). •Creating supplementary marketing materials, this may include brochures, device leaflets and promotional event collateral. •Manage customer feedback and complaints and measure the effectiveness of the campaign. Note that suppliers should not make unsolicited phone calls, text messages, emails or other forms of direct communication with householders. It is acceptable to advertise the advice service so long as the householder makes the initial contact. The supplier shall demonstrate expertise in water conservation initiatives, an array of effective communication methods, and an enthusiasm to encourage sustainable water usage practices among the Scottish population. The supplier shall emphasize the importance of maximizing outreach and ensuring the widespread adoption of water-saving measures to support Scottish Water's water saving goals.

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: £1,250,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

2 X 1 YEAR EXTENSION OPTIONS

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/ITN 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: QR6M48W337

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 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

7 March 2024

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 ordering will be used

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/ITN document. This Notice does not preclude Scottish Water from issuing other notices for specific requirements. Responses to the FTS Notice PQQ/ITN will be evaluated. 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-Paul-Stewart:-Water-distribution-and-related-services./QR6M48W337>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/QR6M48W337>

GO Reference: GO-202425-PRO-25112371

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Glasgow

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Scottish Water

6 Buchanan Gate

Glasgow

G33 6FB

Email

paul.stewart@scottishwater.co.uk

Telephone

+44 7976460907

Country

United Kingdom