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Tender

Water Meter Reading and Associated Services

AFFINITY WATER LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-007146

Procurement identifier (OCID): ocds-h6vhtk-02a35b

Published 7 April 2021, 5:40pm

Section I: Contracting entity

I.1) Name and addresses

AFFINITY WATER LIMITED

Tamblin Way

Hatfield

AL10 9EZ

Contact

Kate Solomon

Email

kate.solomon@affinitywater.co.uk

Telephone

+44 7976599869

Country

United Kingdom

NUTS code

UKH - East of England

Internet address(es)

Main address

www.affinitywater.co.uk

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://in-tendhost.co.uk/affinitywater.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/affinitywater.aspx/Home>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Water Meter Reading and Associated Services

Reference number

C-03624

II.1.2) Main CPV code

- 65500000 - Meter reading service

II.1.3) Type of contract

Services

II.1.4) Short description

Water meter reading services including the reading of AMR meters, manual meters external to customers premises and internal meter readings.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH - East of England
- UKJ - South East (England)

II.2.4) Description of the procurement

1.1. The Company requires the Supplier to undertaken meter reading for the Company's

customers with the aim of minimising estimated readings.

1.2. The Company's objectives of providing an effective meter reading service are:

1.2.1. To provide accurate billing data to the Company's customers

1.2.2. To aid the Company in the reduction of complaints and customer contact

1.2.3. To improve customer perception

1.2.4. To increase receipt of positive customer feedback

1.2.5. To improve the Company's Customer Satisfaction score (CSAT) as further described in Appendix 3

1.3. The Services include:

1.3.1. The reading of AMR meters; manual meters external to the Company's customer and manual meters in the Company customer's premises;

1.3.2. ensuring that meters are read accurately and are checked for accuracy prior to the reads being returned to the Company;

1.3.3. the process of check reading meters previously read by the Supplier's own workforce;

1.3.4. Half yearly meter for household (HH) and non-housefold (NHH) in the Company's Central region, including AMR and manual meters;

1.3.5. Ad-hoc meter readings;

1.3.6. Compliance with or betterment of the Company's redetermined meter reading schedule and billing schedule;

1.3.7. Additional half yearly reads on AMR meter only for the Company's Per Capital Consumption (PCC) trial;

[Optional services - to be determined after tender stage of the tender process.]

1.3.8. Monthly meter reads for HH and NHH meters in the Company's Central region, including AMR and manual meters;

1.3.9. A mixture of monthly and half yearly reading schedules for the Company's South East and East regions for HH and NHH;

1.3.10. Quarterly reading of those meters installed under the Company's Universal Metering Programme, which are 100% AMR meters in the Company's Central region.

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Options to extend up to 5 years

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

Options described above.

Option to extend up to 5 years

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

7 May 2021

Local time

5:00pm

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.4) Procedures for review

VI.4.1) Review body

Affinity Water Limited

Hatfield

Country

United Kingdom