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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](mailto: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](http://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

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## **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 undertake 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-household (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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.4) 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

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## **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