

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007951-2021>

Planning

FRAMEWORK-SERVICES-BUSINESS TRAVEL MANAGEMENT

United Utilities Water Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-007951

Procurement identifier (OCID): ocids-h6vhtk-02a680

Published 15 April 2021, 4:06pm

Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Emily Maddocks

Email

Emily.Maddocks@uuplc.co.uk

Telephone

+447 717346756

Country

United Kingdom

NUTS code

UKD - North West (England)

National registration number

02366678

Internet address(es)

Main address

<http://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

FRAMEWORK-SERVICES-BUSINESS TRAVEL MANAGEMENT

Reference number

PRO003751

II.1.2) Main CPV code

- 55110000 - Hotel accommodation services

II.1.3) Type of contract

Services

II.1.4) Short description

United Utilities (UU) is currently undertaking market research, and as part of a pre-market engagement exercise, would be interested in hearing from suppliers who are able to provide Business Travel Management Services, as outlined within the specification below.

UU will then use this information to help determine the overall approach and future strategy in relation to an upcoming tender. Any subsequent procurement will be advertised at a later date via a separate notice.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60210000 - Public transport services by railways

- 60410000 - Scheduled air transport services
- 60610000 - Ferry transport services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The requirement is for a single supplier to provide UU with the full list of services outlined below 24/7 365 days a year: -

- COVID-19 – The Company would like to understand how Covid-19 has impacted the Business Travel market. In particular, whether suppliers have adapted their service offerings to support recent changes, such as an increase in working from home.
- Travel – Air, & Other - The provision of tickets for Domestic, European and International travel. Including the facility for reservations, cancellations and amendments.
- Accommodation - Provide a cost effective accommodation booking service including the facility for reservations, cancellations and amendments.
- Rail (UK/EU) - The provision of cost effective services for rail travel including ticket reservations, cancellations and amendments.
- Conference and Event Management - The provision to secure facilities for meetings, events and conferences in the UK. This includes reservations, cancellations and amendments.
- Online Platform - Provide an online ordering system/platform which is user-friendly, and has mobile app functionality. This will be the primary ordering point for all services UU requires.
- Offline support (outside of normal business hours) – Provision of a dedicated ‘offline’ team to assist UU employees making bookings, and ad-hoc query support.
- Account Managed VIP Service - for UU Directors and members of the Executive Leadership Team. This will require help with complex travel requirements and, provide an overall account managed service to the associated Executive Secretaries.
- Payment for Services – The provision of a credit facility to ensure zero cost to the bookers(s) at the point of check-in/check-out.

- Strategic Account Management – Provide a designated Account Manager to manage the UU Account, and hold overall responsibility for the successful running of the account whilst providing a single point of contact for the Company.

II.2.14) Additional information

There is no specific delivery location for this set of requirements, but the Supplier must be able to provide the services detailed within this document worldwide.

II.3) Estimated date of publication of contract notice

16 April 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

If you have experience in this area please could you provide at a minimum the following information and submit to the United Utilities Regulatory Procurement Team mailbox:

RegulatoryProcurementTeam@uuplc.co.uk

- Company Name
- Contact details, including location telephone and e-mail address, main point of contact and position in Company
- Using no more than 2 (Two) pages of A4 (Font Arial size 10), please outline any services that can be offered over and above the requirements outlined within this document.