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Tender

Services-Framework-Provision of Sample Courier Services for Laboratory Services

UNITED UTILITIES WATER LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008675

Procurement identifier (OCID): ocds-h6vhtk-06138a

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Scope

Description

United Utilities Laboratory Services require a courier service for the transportation of samples from sites across the Company to the central Laboratory at Lingley Mere (Warrington) on a daily basis.

It is a requirement of OFWAT (The Water Services Regulation Authority) that the Company constantly undertakes analysis of water/waste water samples from various sample points throughout the North-West Region.

Water Quality Officers, Network Owners, Wastewater Operatives, Trade Effluent Officers, Agricultural Advisors and Project Staff obtain the samples requiring analysis. Samples are left at drop off points for collection by the dedicated courier in a refrigerated van.

Samples need to be transported under refrigerated conditions to ensure that they are maintained at a temperature of between 2 and 7 degrees centigrade. It is a requirement to maintain evidence that this has been achieved to enable United Utilities to adhere to regulatory requirements with respect to the transportation of accredited samples under the

Environment Agency's Monitoring Certification Scheme (MCERTs), Drinking Water Test Specifications (DWTS) and ISO 17025.

On collection, the courier takes the samples to a Sample Registration Centre (SRC) or directly to Lingley Mere Laboratories Sample Reception. An additional dedicated courier service is then required to operate between the SRC's and the Laboratories at Lingley Mere, where required.

Consignment Notes or Delivery Notes detailing the sample load carried and all other required information to the Laboratory at Lingley Mere are part of the hand-over procedure at the SRCs and the Laboratory. These are currently in paper form, the Company would like to move this to an electronic format, where reports should consist of (minimum requirement):

- Sample bottle barcode number
- crate barcode number
- vehicle registration
- collection date and time
- collection location
- time samples dropped off
- location of sample drop off

Route optimisation will also be a requirement of the tender, with bidders expected to demonstrate how routes will be optimised to ensure efficiency, reliability, and timely delivery of samples while maintaining required temperature controls.

Detailed dates and milestones will be share in the tender documentation.

Total value (estimated)

- £9,600,000 excluding VAT
- £11,520,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 July 2026 to 6 July 2034
- 8 years, 1 day

Main procurement category

Services

CPV classifications

- 64120000 - Courier services

Contract locations

- UKD - North West (England)

Submission

Submission type

Requests to participate

Deadline for requests to participate

20 February 2026, 11:59pm

Submission address and any special instructions

<https://eu.eu-supply.com/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 June 2026

Award criteria

Name	Type	Weighting
Technical	Quality	60%
Commercial	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

United Utilities Laboratory Services requires a courier service for the transportation of samples from sites across the Company to the central Laboratory at Lingley Mere (Warrington) on a daily basis. The new contract will transition from the current arrangements of United Utilities owned fleet to a fully managed service model, including supplier-provided refrigerated vehicles, drivers, route management, and reporting.

Samples need to be transported under refrigerated conditions to ensure that they are maintained at a temperature of between 2 and 7 degrees centigrade. It is a requirement to maintain evidence that this has been achieved to enable United Utilities to adhere to regulatory requirements with respect to the transportation of accredited samples under the Environment Agency's Monitoring Certification Scheme (MCERTs), Drinking Water Test Specifications (DWTS) and ISO 17025. The tender will look to award to a sole supplier to provide the service.

Contracting authority

UNITED UTILITIES WATER LIMITED

- Companies House: 02366678
- Public Procurement Organisation Number: PVVB-5589-BWHX

Haweswater House, Lingley Green Avenue

Great Sankey

WA5 3LP

United Kingdom

Email: Commercialapprovalsboard@uuplc.co.uk

Region: UKD61 - Warrington

Organisation type: Private utility