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Tender

Household Water Saving Retrofit Audits

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-009594

Procurement identifier (OCID): ocds-h6vhtk-044c54

Published 25 March 2024, 1:01pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Laura McMain

Email

laura.mcmain@nwl.co.uk

Telephone

+44 7805786518

Country

United Kingdom

Region code

UKC14 - Durham CC

Companies House

2366703

Internet address(es)

Main address

<https://www.nwl.co.uk>

Buyer's address

<https://www.nwl.co.uk>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Household Water Saving Retrofit Audits

Reference number

NW2703

II.1.2) Main CPV code

- 71800000 - Consulting services for water-supply and waste consultancy

II.1.3) Type of contract

Services

II.1.4) Short description

NWL has set itself challenging targets to achieve real and quantifiable water savings through its water efficiency strategy to reach a long-term goal of 110 litres per person per day by 2050 and a 9.7% reduction between 2025 and 2030. Water saving visits have been a key component of our water efficiency strategy. The tried and tested approach successfully combines the provision and fitting of water saving products in customer's homes and effective water efficiency education with each customer. This approach has proven to deliver long-term behaviour change. Water's Worth Saving is our household retrofit water saving visit project. We are seeking to employ a contractor to deliver the project to our highest use customers across our Northern, Essex and Suffolk supply areas for the whole of AMP8 (2025 - 2030). We aim to award the contract to a contractor that can demonstrate the wide range of facets required to successfully deliver our project for 2025 - 2027, with extensions up to and including 2030. Below is an overview of the core components for this project to give you an idea of what the contractor will be responsible for, and some of the practical and logistical requirements and deliverables we expect:

- Inbound and outbound call handling
- Arranging appointments, including rescheduling
- Organise/plan technician routes/diaries around appointments,
- Organise/facilitate the transfer, storage and monitoring of stock

- Gaining an understanding of customers, who they are and how/why/when water is used the way it is
- Engaging with customer through relevant behavioural change messaging, making the interaction personal and tailored to the customer
- Delivery and installation of suitable water saving interventions, taking flow measurements, and substituting alternative products
- Minor internal leak repairs (such as leaking toilets, tap washer replacements etc.)
- Remedial visits
- Monitoring call centre and field staff productivity
- Robust and quality assured data collection, for example collecting data from visit around products installed, meter reads, any other areas of interest, on an electronic form
- Reporting, for example a weekly report of work complete, a monthly overview, and a final project review report
- Collection of water consumption data to assess water savings
- Post intervention customer survey
- Post interventions follow up to customers,
- Quality assurance random sampling,
- Providing feedback and recommendations of improvement prior to review phase,
- Regular catch ups with the project team to cover aspects such as training, project progress and any support required.

The regulatory year runs from April to March with a requirement to report activity completed to regulators covering this period every year. The objective is to provide validated data on the details of the work completed annually so that this data can be analysed and used for NWG's annual reporting. The project for the first year of the contract will be completed by January 2026 including a period for review of the final report and database by NWG, followed by any required amendments and clarification. Please note: Due to the nature of the project, we require the contractor to be able to deliver the work across all three operating areas, throughout the duration of the contract. This is due to mailing customers in several areas to ensure the target number of properties if achieved. We aim to achieve a minimum of 16,500 visits per year. Based on previous

projects and uptake information, it is estimated that we will need to engage with approximately 110,000 over 12 months (based on a 15% uptake rate) via a recruitment communication. This would mean ~9000 customers per month. Please use this as indicative information only, as figures may change due to this project being dynamic and through a new approach.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

II.2.4) Description of the procurement

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It is critical that all information relevant to this project and our customers are held securely and separate to any other clients information on a unique database. The contractor is responsible for designing this database, while we request that NWL retains the intellectual property rights. We also stipulate that NWL is responsible for a PR releases relating to this project. Plumbers are to be qualified to NVQ Level 2, plumbing

tradesmen and registered under the National Water Hygiene Car Scheme or hold existing Blue Cards. Reporting is required weekly and should cover analysis of data and work completed (take up rate, product installation rates etc.) Contract start date - 1st April 2025

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

60

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for 24 months (with 3 month remedial period each year) with a further 36 month optional extension.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents

III.1.2) Economic and financial standing

List and brief description of selection criteria

As stated in the procurement documents

Minimum level(s) of standards possibly required

As stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

As stated in the procurement documents

Minimum level(s) of standards possibly required

As stated in the procurement documents

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

As stated in the procurement documents

III.1.6) Deposits and guarantees required

As stated in the procurement documents

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

As stated in the procurement documents

III.1.8) Legal form to be taken by the group of economic operators to whom the contract

is to be awarded

As stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

15 April 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 March 2025

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

Applicants are asked to note that this procurement process will be conducted electronically with all documents and communication being managed through the Northumbrian Water

eSourcing Spend Management portal called 'Ariba'.

Expressions of interest for this tender must be sent to the e-mail address laura.mcmain@nwl.co.uk before the deadline date of 15th April 2024 at 12 noon. Once expression of interest has been received that contains the details below, applicants will be given access to the Ariba portal within 48 hours from request.

This portal will contain all the tender documents associated with this procurement that are available at the time. An email link will also be provided to the email address you provide to access the portal.

The deadline for return of the completed PQQ is 19th April at 12 noon. When sending expression of interest, applicants must provide the following information:

- 1) Full company name
- 2) Main contact details of the person who will be given access to the Ariba portal - Name, job title, E mail address and telephone

VI.4) Procedures for review

VI.4.1) Review body

TBC

TBC

Country

United Kingdom