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Tender

Leaky Loo Repairs

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-009958

Procurement identifier (OCID): ocds-h6vhtk-032d82

Published 13 April 2022, 4:20pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Philippa Longstaff

Email

philippa.longstaff@nwl.co.uk

Telephone

+44 7516587560

Country

United Kingdom

Region code

UKC14 - Durham CC

Internet address(es)

Main 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

Leaky Loo Repairs

Reference number

NW2452

II.1.2) Main CPV code

- 50000000 - Repair and maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumbrian Water has a requirement for the repair of leaking toilets for our customers in our northern operating area. This covers the North East of England - from Berwick to the borders of North Yorkshire and from the East Coast across the Pennines to the Cumbrian border, covering Weardale, Teesdale and Kielder.

NWL are aiming to repair approx. 2000 toilets in the Northern Operating area but NWL cannot guarantee this.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 45330000 - Plumbing and sanitary works

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Northumbrian Water has a requirement for the repair of leaking toilets for our customers in our northern operating area. This covers the North East of England - from Berwick to the borders of North Yorkshire and from the East Coast across the Pennines to the Cumbrian border, covering Weardale, Teesdale and Kielder.

A leaky loo is defined as when water is leaking from the cistern to the pan, and any inlet valves.

The supplier will cover the geographical area of Northumbrian Water's Northern operating area.

Leaky loos will be identified on an on-going basis throughout the year, however NWL cannot guarantee the actual volumes or that there will be a consistent stream of work as the requirement is driven by customer demand. NWL are aiming to repair approx. 2000 toilets in the Northern Operating area but NWL cannot guarantee this.

NWL will provide contact details of customers who have reported a leaky loo.

The supplier will contact the customer to arrange timed appointments (8am-1pm or 12-6pm) to repair the leaky loo.

The supplier will be responsible for keeping to the times and if any unplanned or not pre-agreed changes occur (e.g. late or early arrival), a compensation payment will be given to the customer. This payment of £30 would be the responsibility of the supplier.

The supplier will carry out the repair to an expected standard and if necessary, explain what has been done to the customer.

All communications with customers (eg phone calls, emails, letters), visits to properties and works undertaken will be recorded and reported to NWL within 24 hours.

The company will be responsible for purchasing and using good quality plumbing materials.

The supplier will take a meter reading from the property (if it is a metered property) at the time of visit.

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

12

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

After the initial 12 months, an optional 17 months extension will be available.

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

Selection criteria as stated in the procurement documents.

Minimum level(s) of standards possibly required

Selection criteria as stated in the procurement documents.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Selection criteria as stated in the procurement documents.

III.1.6) Deposits and guarantees required

If the Dun and Bradstreet credit rating returns a rating of 'above average risk' or 'high risk', the contracting entity will request further financial information for review and a parent company guarantee may be required.

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

Please see the terms and conditions 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

These will be set out in the tender 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

29 April 2022

Local time

12:00pm

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.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 expressions@nwl.co.uk before the deadline date of 29 April 2022 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 4 May 2022 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, and the Lot numbers you will be bidding on.

VI.4) Procedures for review

VI.4.1) Review body

NWL Legal Department

Northumbrian Water LIMITED, Abbey Road, Pity Me

Durham

DH1 5FJ

Country

United Kingdom