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Tender

NW2942 - Intraday Workforce Optimisation Solution

NORTHUMBRIAN WATER LIMITED

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

Notice identifier: 2026/S 000-009993

Procurement identifier (OCID): ocds-h6vhtk-0646fa

Published 4 February 2026, 1:34pm

Scope

Reference

NW2942

Description

Northumbrian Water requires an Intraday Workforce Optimisation and Real-Time Management solution to integrate with Genesys Cloud.

The solution should:

- Provide a corporate licence with initial access for approximately 50 users within our Operations contact Centre for a period of circa 6 months with a view to scaling across other NWL contact centres including but not limited to Billing (including planners, team leaders, and agents), during the contract term. Scaling up to 250 users across the term (circa month 7 and onwards).
- Initial contract term: 3 years, with a break clause after 6 months (if the initial rollout is successful), and options to extend for 3+3+3+3 years (up to 15 years total). NWL reserve the right to renew the contract beyond the contract term, should this be advantageous for

NWL.

- Target contracts start date: 1 August 2026.

Total value (estimated)

- £800,000 excluding VAT
- £960,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 August 2026 to 31 July 2029
- Possible extension to 31 July 2041
- 15 years

Description of possible extension:

initial contract term is 3 years, with options to extend for 3+3+3+3 years (up to 15 years in total).

Options

The right to additional purchases while the contract is valid.

ad hoc support and/or development services (calling off contractor resource via supplier rate card) and the ability to scale the number of licences up or down - will be required over the contract term.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKC2 - Northumberland and Tyne and Wear
- UKH14 - Suffolk
- UKH3 - Essex

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

26 February 2026, 11:59pm

Submission type

Requests to participate

Deadline for requests to participate

2 March 2026, 12:00pm

Submission address and any special instructions

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' (<https://s1.ariba.com>).

Expressions of interest from this notice must be sent to the e-mail address andriy.volkov@nwl.co.uk before the deadline date of the 2nd March 2026 at 12:00hrs. 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. 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 number. (The deadline for return of the completed Tenders is the 9th March 2026 at 12noon).

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

29 May 2026

Award criteria

Name	Type	Weighting
Quality Questions	Quality	60%
Price	Price	40%

Other information

Payment terms

45 days

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

Stage 1 commenced with the issuing of this Tender Notice and the publication of the Conditions of Participation Document (COP) in NWL's Ariba Sourcing tool.

The document includes a COP questionnaire which all suppliers are required to complete and return in accordance with the procurement timetable and instructions within the document.

NWL will use this stage to confirm that neither the supplier, nor any related persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors are listed on the Cabinet Office debarment list. To the extent that any such entities are listed on the debarment list, NWL will consider whether to exclude the supplier from participating in this procurement in accordance with its obligations under the Act.

In addition, NWL will consider whether any supplier or related persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors are excluded or excludable suppliers, and before NWL determines that a supplier is an excluded or excludable supplier, it will provide the supplier reasonable opportunity to make representations and provide evidence as is proportionate in the circumstances. If the supplier is an excluded or excludable supplier only by virtue of an associated person or proposed sub-contractor, NWL will notify the supplier of its intention to exclude the supplier and provide the supplier with reasonable opportunity to replace the associated person or sub-contractor. If as a consequence of this process NWL excludes the supplier from participating in this procurement or is aware of an associated person or sub-contract having been replaced, it will give notice of this fact within 30 days of its decision to the Procurement Review Unit (PRU).

NWL will also undertake a review of the completed COP with reference to any information held on the Central Digital Platform. Responses to any conditions of participation will be assessed in accordance with the selection process and any criteria as set out in the tender notice and described in this document. The assessment of these responses will identify the top 7 suppliers to be invited to participate in Stage 2.

Stage 1 will complete with suppliers being notified in writing of whether or not they have been successfully shortlisted to participate in Stage 2. Suppliers not invited to stage 2 will be provided with a written explanation of the reasons why they have not been shortlisted to participate in Stage 2.

Suppliers should note that NWL reserves the right to re-assess any response to the conditions of participation at any stage of this procurement, including in light of any new relevant information that comes to NWL's attention.

Stage 2: Invitation to submit initial tenders - Stage 2 commenced with the notification, inviting those suppliers which have successfully been shortlisted at Stage 1 of this Procurement to submit initial tenders and the publication of this document.

This document includes a request for initial tenders which all suppliers are required to complete and must be submitted in accordance with the Procurement Timetable and instructions set out in this document and any additional information provided.

Following the deadline for submission of initial tenders, NWL will assess initial tenders in accordance with the assessment process and award criteria set out in the Tender Notice and described in this document. The assessment process will identify which suppliers are to be selected to participate in the negotiation/dialogue stage as set out in Stage 3.

Once the assessment of initial tenders has concluded, suppliers will be notified in writing whether they have successfully been invited to Stage 3. Any suppliers not invited to participate in Stage 3 will be provided with reasons in writing to explain why they have not been successful.

Stage 3: Invitation to participate in supplier negotiations/dialogue (Supplier Presentations) - Stage 3 will commence with the notification inviting suppliers that have successfully passed Stage 2 to attend a Supplier Presentation (virtually, via MS Teams). The notification will also provide details of any new information made available to suppliers at this stage in this Procurement. The notification will also have further detail around the question, dates and required attendees.

Stage 4: Invitation to submit a Best and Final Offer (BAFO) - Stage 4 will commence with the issuing of a letter inviting suppliers that have been successfully shortlisted at Stage 3 to submit their Best and Final Offers.

Best and Final offers must be submitted in accordance with the Procurement Timetable and instructions set out in this document and any additional information provided.

After the deadline for submission of best and final offers, NWL will reconsider, in respect of each supplier that submitted, whether the supplier or any related persons within its corporate group, associated suppliers relied on to meet the conditions of participation, or proposed sub-contractors, are excluded or excludable suppliers and will consider whether to disregard the best and final offer submitted in accordance with its obligations under the Act. If the supplier is an excluded or excludable supplier only by virtue of an associated supplier or proposed sub-contractor, NWL will notify the supplier of its intention to disregard its tender and provide the supplier with a reasonable opportunity to replace the

associated supplier or sub-contractor. If as a consequence of this process NWL disregards a tender from an excluded or excludable supplier or is aware of an associated supplier or sub contractor having been replaced, it will give notice of this fact within 30 days of its decision to the Procurement Review Unit (PRU)

NWL will conduct an assessment of all Best and Final Offers in order to identify the supplier which has submitted the most advantageous tender in accordance with the assessment methodology and award criteria set out in the Tender Notice and described in this document. In carrying out this assessment. NWL will disregard any final tender from a supplier who does not satisfy the Conditions of Participation.

Once the assessment has concluded, NWL will provide an assessment summary to all suppliers that submitted a Best and Final offer to:

- a. inform them whether they have been successful in being awarded the contract
- b. provide an explanation of the assessment of the supplier's tender against the relevant award criteria, in accordance with the requirements of the Act
- c. where different to the supplier concerned, provide information in respect of the most advantageous tender submitted, including details of the assessment of this tender against the relevant award criteria and the supplier's name

Once the assessment summaries have been provided to the suppliers that submitted Best and Final offers, NWL will also publish a contract award notice on the Central Digital Platform to commence the mandatory standstill period.

Subject to completion of the mandatory standstill period, Stage 4 will end with NWL entering into preferred supplier stage with the preferred supplier.

Stage 5: Preferred supplier stage

The highest scoring supplier will be invited to engage in further discussions with NWL as part of a preferred supplier stage. This stage will be used to finalise the draft contract terms and conditions, in accordance with the limitations set out in the Act. Stage 5 will end with NWL entering into the contract with the preferred supplier

Documents

Associated tender documents

<https://s1.ariba.com>

Technical specifications to be met

<https://s1.ariba.com>

Contracting authority

NORTHUMBRIAN WATER LIMITED

- Companies House: 02366703
- Public Procurement Organisation Number: PRLG-5541-VHHG

Northumbria House

Pity Me

DH1 5FJ

United Kingdom

Email: andriy.volkov@nwl.co.uk

Region: UKC14 - Durham CC

Organisation type: Private utility