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Contract

## **Drainage Maintenance and Reactive Works**

MERSEY AND WEST LANCASHIRE TEACHING HOSPITALS NHS TRUST

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-010126

Procurement identifier (OCID): ocds-h6vhtk-05dc1c ([view related notices](#))

Published 4 February 2026, 3:53pm

### **Scope**

### **Reference**

W167082

### **Description**

Mersey & West Lancashire NHS Trust are looking to appoint a capable contractor that can provide a planned drainage maintenance service as per the specification and reactive service 24 hours per day 365 days per year for Southport District General Hospital, Town Lane, Southport PR8 6PN, Ormskirk District Hospital, Dicconson Way, Wigan Rd, Ormskirk. L39 2AZ and Wheelchair Services Skelmersdale, Pendle PI, Skelmersdale. WN8 9RN.

This service will be for a period of 24 months commencing 1st April 2026 and ending 31st March 2028. There will be 1 x 12-month extension available which must be signed by both parties 3 months before contract end date.

## **Contract 1. Drainage Maintenance & Reactive Works**

### **Supplier**

- DALROD (UK) LIMITED

### **Contract value**

- £15,000 excluding VAT
- £18,000 including VAT

Above the relevant threshold

### **Date signed**

4 February 2026

### **Contract dates**

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

1 x 12 month extension to be agreed in writing by both parties six months prior to the end of the contract.

## Main procurement category

Works

## CPV classifications

- 45232452 - Drainage works

## Contract locations

- UK - United Kingdom

## Key performance indicators

Name	Description	Reporting frequency
Response Time	Definition: The time taken from 1 months when the drainage issue is reported to when the contractor arrives at the site. Target: Emergency within 4 hours, Urgent within 24 hours Purpose: Measures the contractor's ability to respond quickly to drainage issues.	1 months
Resolution Time	Definition: The time taken to completely resolve the drainage problem, from the start of the work to completion. Target: Emergency within 8 hours/Urgent 24hrs. Purpose: Measures efficiency in resolving the issue.	1 months

Name	Description	Reporting frequency
Number of Incidents Resolved in the First Visit	<p>Definition: Percentage of drainage blockages that are resolved in the first visit without needing follow-up visits.</p> <p>Target: ?90%. Purpose: Measures the effectiveness of the initial response and whether proper diagnostics and work were carried out in one visit.</p>	1 months
Customer Satisfaction	<p>Definition: The satisfaction level of clients after the drainage is unblocked. Typically measured through surveys or feedback forms.</p> <p>Target: ?80% satisfaction. Purpose: Indicates overall service quality and customer trust.</p>	1 months
Cost Efficiency	<p>Definition: The cost of unblocking the drainage compared to the contract budget or agreed-upon cost structure. Target: Stay within budget or within a defined cost range. Purpose: Measures whether the work is being completed in a cost-effective manner.</p>	1 months
Repeat Call-Outs	<p>Definition: The number of times the contractor is called back to fix the same drainage issue after a blockage has been cleared. Target: ?5% of total cases. Purpose: Indicates the quality and permanency of the drainage solution.</p>	1 months

Name	Description	Reporting frequency
Quality of Work	Definition: Evaluation of the quality of the work performed, based on defined standards or inspections. Target: 95% of work must meet or exceed the standards. Purpose: Ensures that work is completed to an acceptable standard and reduces the risk of recurring problems.	1 months
Safety Compliance	Definition: Adherence to health and safety regulations during drainage unblocking activities. Target: 100% compliance. Purpose: Ensures safe working conditions for the contractor and the public.	1 months
Preventative Maintenance	Definition: Number of preventative measures or inspections taken to avoid future blockages. Target: 98% of sites or properties have preventative measures. Purpose: Demonstrates proactive service in reducing future issues.	1 months
Environmental Impact	Definition: Measures the environmental impact of the work, such as waste disposal or use of eco-friendly materials. Target: Comply with environmental regulations, no illegal waste dumping. Purpose: Ensures sustainability in the drainage unblocking process.	1 months
Service Availability	Definition: Availability of the drainage unblocking service, particularly if it is offered 24/7 or on-demand. Target: 100% uptime (if applicable). Purpose: Ensures that the service is available when required, especially for urgent issues.	1 months

<b>Name</b>	<b>Description</b>	<b>Reporting frequency</b>
Workforce Productivity	Definition: Number of drainage blockages resolved per unit of time or per employee. Target: Defined number per day or shift. Purpose: Measures efficiency in terms of workload management.	1 months

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## **Other information**

### **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **Supplier**

### **DALROD (UK) LIMITED**

- Companies House: 03184366
- Public Procurement Organisation Number: PGNV-2342-RGRQ

7a Welbeck Way

Cambridgeshire

PE2 7WH

United Kingdom

Email: [keyaccounts@dalrod.co.uk](mailto:keyaccounts@dalrod.co.uk)

Website: <https://www.dalrod.co.uk>

Region: UKH11 - Peterborough

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Drainage Maintenance & Reactive Works

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## **Contracting authority**

### **MERSEY AND WEST LANCASHIRE TEACHING HOSPITALS NHS TRUST**

- NHS Organisation Data Service: RBN
- Public Procurement Organisation Number: PRYN-5195-GTQJ

Whiston Hospital, Warrington Rd

Prescot

L35 5DR

United Kingdom

Email: [purchasing@merseywestlancs.nhs.uk](mailto:purchasing@merseywestlancs.nhs.uk)

Website: <https://www.merseywestlancs.nhs.uk/>

Region: UKD71 - East Merseyside

Organisation type: Public authority - central government