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Tender

PRO004625 – Services – Framework – Bill Printing Services

United Utilities Water Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-011633

Procurement identifier (OCID): ocds-h6vhtk-03d348

Published 10 April 2024, 1:18pm

The closing date and time has been changed to:

15 May 2024, 12:00pm

See the [change notice](#).

Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Charlotte Whelan

Email

Charlotte.WheLAN@uuplc.co.uk

Telephone

+44 7900805893

Country

United Kingdom

Region code

UKD - North West (England)

National registration number

02366678

Internet address(es)

Main address

<https://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=79955&B=UNITEDUTILITIES

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=79955&B=UNITEDUTILITIES

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PRO004625 – Services – Framework – Bill Printing Services

II.1.2) Main CPV code

- 79824000 - Printing and distribution services

II.1.3) Type of contract

Services

II.1.4) Short description

Lot 1- Composition Platform The Supplier will be required to support our composition platform to process our files including but not limited to, bill printing for Annual (main), half year and supplementary billing of all domestic unmeasured customers and inserts/leaflets for all U UW domestic customers, miscellaneous billing, reminders, legal notices, various payment and debt collection documents and automated letters.

Lot 2- Print, Fulfilment and Postage. The Supplier will be required to print, fulfil and post , including but not limited to, bill printing for annual (main), half year and supplementary billing of all domestic unmeasured customers including the production, enveloping and despatch of all documents and inserts/leaflets for all U UW Domestic customers, miscellaneous billing, Reminders, Legal Notices, various payment and debt collection documents, automated letters, automated customer information leaflet fulfilment services and manual fulfilment services

II.1.5) Estimated total value

Value excluding VAT: £50,700,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Lot 1- Composition Platform

Lot No

1

II.2.2) Additional CPV code(s)

- 48300000 - Document creation, drawing, imaging, scheduling and productivity software package
- 48310000 - Document creation software package
- 48311000 - Document management software package
- 48500000 - Communication and multimedia software package
- 48510000 - Communication software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72200000 - Software programming and consultancy services
- 72212310 - Document creation software development services
- 72212311 - Document management software development services
- 72212328 - Image-processing software development services
- 72212500 - Communication and multimedia software development services
- 72212517 - IT software development services
- 72212772 - Print utility software development services
- 72254000 - Software testing
- 72260000 - Software-related services
- 72261000 - Software support services
- 72262000 - Software development services
- 72263000 - Software implementation services
- 72265000 - Software configuration services
- 72266000 - Software consultancy services

- 72267000 - Software maintenance and repair services
- 72267100 - Maintenance of information technology software
- 72267200 - Repair of information technology software
- 72268000 - Software supply services
- 79810000 - Printing services
- 79811000 - Digital printing services
- 79820000 - Services related to printing

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

Lot 1- Composition Platform

The Supplier will be required to support our composition platform to process our files including but not limited to, bill printing for Annual (main), half year and supplementary billing of all domestic unmeasured customers and inserts/leaflets for all U UW domestic customers, miscellaneous billing, reminders, legal notices, various payment and debt collection documents and automated letters.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £3,200,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

96

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

The agreement will be 3 years (36 months) + 5 years (60 months) (1+1+1+1+1)

Total - 8 years (96 months)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 2- Print, Fulfilment and Postage (1)

Lot No

2

II.2.2) Additional CPV code(s)

- 22000000 - Printed matter and related products
- 22300000 - Postcards, greeting cards and other printed matter
- 22458000 - Bespoke printed matter
- 30199200 - Envelopes, letter cards and plain postcards
- 42962000 - Printing and graphics equipment
- 64000000 - Postal and telecommunications services
- 64100000 - Post and courier services
- 64110000 - Postal services

- 64112000 - Postal services related to letters
- 79800000 - Printing and related services
- 79810000 - Printing services
- 79820000 - Services related to printing
- 79823000 - Printing and delivery services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The Supplier will be required to print, fulfil and post , including but not limited to, bill printing for annual (main), half year and supplementary billing of all domestic unmeasured customers including the production, enveloping and despatch of all documents and inserts/leaflets for all U UW Domestic customers, miscellaneous billing, Reminders, Legal Notices, various payment and debt collection documents, automated letters, automated customer information leaflet fulfilment services

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £47,500,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

96

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

This agreement will be for 3 years (36 months) + 5 years (60 months) (1+1+1+1+1)

Total - 8 years (96 months)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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

Please refer to procurement documents

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria 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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 2

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-015687](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

30 April 2024

Local time

3:00pm

Changed to:

Date

15 May 2024

Local time

12:00pm

See the [change notice](#).

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.4) Procedures for review

VI.4.1) Review body

High Court of England & Wales

City of Westminster

London

Country

United Kingdom