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Tender

Provision of Travel Management Services

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-016745

Procurement identifier (OCID): ocids-h6vhtk-03480e

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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

NUTS 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>

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

Provision of Travel Management Services

Reference number

NW2424

II.1.2) Main CPV code

- 63516000 - Travel management services

II.1.3) Type of contract

Services

II.1.4) Short description

NWL have a requirement to tender the services of a travel

management company to support employees to book all travel requirements.

NWL - NWL have approx. 3000 employees with offices spread across the northeast of England, Essex, and Suffolk. In addition, we have operations in Scotland, Cork Ireland and Gibraltar.

A travel system was introduced in late 2018, prior to that, employees were issued with Barclaycards. Currently out of scope of this requirement for NWL are Meetings and Events, Taxi requirements and Car rental. NWL have a travel policy in place which placed restrictions for standard class travel only and hotel limits.

Pre Covid, 2019 Spend on travel was in the region of £800,000 per annum. Travel services include Trains(5000 transactions), flights (200 transactions) and hotel accommodation (2300 transactions). We have started to see an increase in the volume over the last few months. It is difficult to estimate our future spend, however we do expect that the trend will continue to increase to in the region of £400,000 to £500,000 by the end of 2022

The contract will be for a three-year contract with the option to extend for a further two years.

Contract start date will be 1 July 2023

II.1.5) Estimated total value

Value excluding VAT: £6,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79997000 - Business travel services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

NWL wish to award a contract to a supplier who can demonstrate the ability to provide the following with key benefits.

- Provide an 'online', 'self-managed' travel booking tool for rail, air and hotel requirements.
- Achieve savings/reduction in travel, related costs and evidence 'value add'.

- Embed processes to support management and control of spend on travel and accommodation, through robust management information, trend analysis and consultation and oversight of

company travel policy.

- The solution has enabled monitoring and enforcement of the Travel Policy by setting rules and limits within the solution. Approval needs to be sought to book travel that falls outside the policy. It also provides a mechanism to benchmark travel and drive refinement of the Travel Policy in the future

- Significant reduction in 'off contract' spends and high adoption rate for online tool/support.

- 24-hour support for staff 365 days a year for online/offline bookings

- Ensure supplier is supporting on Net Zero goals and carbon reporting

- Provide the functionality to locate all potential travellers impacted by an incident or emergency which strengthens the company's ability to meet its duty of care obligations for travellers and potentially avoid delays and other issues.

- CO2 emission reporting - mileage verification and carbon tracking

- Reporting and Analytics on traveller spend, trends, cost saving opportunities, out of policy booking etc.

- A central, consolidated billing system that provides one single invoice for all purchases.

- Easy to use on-line system for all travel requirements, with cost centre code application which is sent back to HR and selected manager approval built in for requests above caps
- Worldwide hotel accommodation, with availability to transfer any current agreed corporate rates into the system and store specific traveller loyalty schemes in their own profile which is automatically applied via the booking process
- Rail tickets for both UK rail networks and abroad
- Air tickets for both traditional and low-cost carriers including visa procurement
- Traveller Tracking - ability to track by name, location, date/time (including real time), distributing travel alert messages via email or SMS text on disruptions, incidents etc....
- Advisory services - Giving advice on travel health risks and requirements, passport and visa requirements, group and conference travel
- Receive travel tickets and hotel booking confirmation immediately via email

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

36

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 36 months with a further 2 optional 12 month extension periods

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

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

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

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

5 July 2022

Local time

4:00pm

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: 1 August 2023

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 5th July 2022 at 16:00. 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 15th July 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

VI.4) Procedures for review

VI.4.1) Review body

TBC

TBC

Country

United Kingdom

