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Tender

Supply of Services Associated with Management Consulting services

YORKSHIRE WATER SERVICES LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-020388

Procurement identifier (OCID): ocds-h6vhtk-02d713

Published 19 August 2021, 5:48pm

Section I: Contracting entity

I.1) Name and addresses

YORKSHIRE WATER SERVICES LIMITED

Western House, Western Way, Buttershaw

BRADFORD

BD62SZ

Contact

Adit Kakkar

Email

adit.kakkar@yorkshirewater.co.uk

Telephone

+44 7816118479

Country

United Kingdom

NUTS code

UKE - Yorkshire and the Humber

Internet address(es)

Main address

www.yorkshirewater.com

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

www.yorkshirewater.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.yorkshirewater.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

Supply of Services Associated with Management Consulting services

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

This notice is seeking expressions of interest for establishment of a Framework Agreement for Management Consulting services and Resource Augmentation capacity across Yorkshire Water Services' (referenced 'YWS' herein) different businesses.

Service comprises of general management consulting services including the following specialist buckets:

- Change Management
- Target Operating Model / Organisational Design
- Process Mapping / Improvement / Lean Consulting / Operational Efficiencies / Value Chain Efficiencies
- Transformation Delivery Partner support
- Customer Journey / Customer experience
- Market Strategy / Strategy Consulting Services

II.1.5) Estimated total value

Value excluding VAT: £17,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

Successful bidders will work alongside YWS to provide a range of Management Consulting services, split into different specialist buckets. This procurement intends to place a framework agreement for a three-year initial term with the potential to extend for up to additional 2 years (3 + 2, with a total estimated value (excluding VAT) of £17,000,000 GBP over the 5 years. The annual estimated value is around £3,500,000 GBP. Securing a place in the framework agreement does not guarantee bidders any volumes of work but will enable the bidder to bid for individual pieces of work over the next 3 to 5 years.

Specialist buckets:

- Change Management

Support YWS individuals' transition through company changes across processes, organisation structures, implementation of new technology among others. Help YWS in unlocking individuals' full potential.

Some of key activities in this specialist bucket (but not limited to) are:

- Identification of employee types
 - Execute cultural / change workshops with key employees and leadership team
 - Communication of changes within organisation
 - Training of individuals on new processes / work dynamics and methodologies
 - Map and quantify impact of changes on individuals and set up mitigation plan
- Target Operating Model / Organisational Design

Support YWS shape its organisational structure to support the company's vision and market strategy.

Some of key activities in this specialist bucket (but not limited to) are:

- Re-design of company's structure and organisational chart
- Evaluate synergies within departments to create a lean and fit for purpose structure
- Develop an agile organisation that maximises efficiency across processes, people and technology

- Process Mapping / Improvement / Lean Consulting / Operational Efficiencies / Value Chain Efficiencies

Identification of operational efficiencies through process re-design and/or implementation of methodologies such as lean consulting / six sigma among others. Some activities expected in this specialist bucket are (but not limited to):

- Developing 'as is' process situation and creating improvement hypothesis documents
 - Developing 'as is' and 'to be' process charts
 - Identification of improvement areas and a plan that will create operational and value chain efficiencies such as process efficiencies, cost reduction, etc.
- Transformation Delivery Partner support: Some of the activities within this specialist bucket (but not limited to) are:
 - Transformation expertise to lead and/or support the delivery of specific outcomes within an agreed period
 - To provide technical / subject matter expertise to the business stakeholders on the delivery of specific outcomes
 - To provide governance and assurance over the delivery of those specific outcomes
 - To provide suitably qualified resource to support the delivery of specific outcomes in terms of project and programme management, business analysis, data analysis and project management office

- Customer Journey / Customer experience

Support YWS in customer journey mapping and development. Some of the expected activities within this specialist bucket (but not limited to) are:

- Map current customer journey state by analysing the different phases of the journey
- Set up new customer journey objectives and create development plan
- Implement new journeys plan

- Market Strategy / Strategy Consulting Services

- Support YWS in creation of external company market strategy. Some typical projects (but not limited to) could involve:

- Growth Plan development
- Market competitive landscape mapping and creation of value proposition
- Go to market strategy
- Large-scale Business Transformation Programmes

Bidders are required to cover at least one of the above-mentioned specialist buckets to qualify.

The Process:

In the first instance the expression of interests to participate must be submitted via email to Adit Kakkar (Adit.kakkar@yorkshirewater.co.uk). RFIs for pre-qualification will be issued to the bidders upon a receipt of an expression of interest. The bidders will then be assessed over two stages:

1. First stage - Quality criteria: All bidders will be assessed from a capability perspective at the beginning of the process (RFI / PQQ stages). Bidders will need to provide case studies that evidence their depth and breadth of experience related to each of the specialist buckets, among other qualitative questions. Bidders will be required to provide supporting case studies for each of the specialist buckets they want to be considered for. YWS might conduct reference checks related to the submitted case studies.

Scoring criteria for each of the PQQ / RFI questions will be shared alongside the questionnaire. Bidders that do not meet the minimum criteria, will be excluded from the process at this stage.

2. Second stage - Commercial criteria: Bidders will be requested to submit commercials for the provision of the service (YWS reserves the right to execute multiple commercial rounds). YWS will evaluate bidders for each service specialist bucket from a qualitative and commercial perspective. YWS reserves the right to assign a manageable number of companies to each of the specialist buckets which will form the scope of the tender.

Overall scoring criteria will be shared alongside the procurement documentation.

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: £17,000,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The initial contract term will be for 36 months, YWS reserves the option to extend further for 24 months and based on satisfactory performance of the contract by the service providers. Further details will be sent out in the procurement documents.

The estimated value is based on the full potential contract term including renewal. (i.e. 36 months + 24 months).

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

YWS unconditionally reserves the right to suspend and/or cancel this procurement process at any point at its sole discretion and without any liability.

YWS unconditionally reserves the right to cancel, merge, amend any specialist buckets, and/or make no award under this procurement process.

If required, YWS unconditionally reserves the right to perform an annual assessment on each specialist bucket's scope and its suppliers with the objective of re-qualifying suppliers across the specialist buckets within the framework, without a requirement to re-tender the framework.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

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

20 September 2021

Local time

5:00pm

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

VI.3) Additional information

The contracting authority reserves the right to cancel the procurement and not to proceed with the award of any contract at any stage of the procurement process and/or to award only part or parts of any contract. Save for any mandatory periods, the timescales indicated in this notice are indicative and the contracting authority reserves the right to amend the same.

VI.4) Procedures for review

VI.4.1) Review body

Yorkshire Water Services

Bradford

BD6 2SZ

Country

United Kingdom