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Contract

Leaky Loos

NORTHUMBRIAN WATER GROUP LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-021045

Procurement identifier (OCID): ocds-h6vhtk-04a3f3

Published 14 May 2025, 8:47am

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House

DURHAM

DH15FJ

Contact

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Email

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Country

United Kingdom

Region code

UKC14 - Durham CC

Companies House

02366703

Internet address(es)

Main address

www.nwl.co.uk

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Leaky Loos

Reference number

NW2704

II.1.2) Main CPV code

- 50000000 - Repair and maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumbrian Water has a requirement for the

repair of leaking toilets for our customers in all our operating region. This covers the North East of England - from Berwick to the borders of North Yorkshire and from the East Coast across the Pennines to the Cumbrian border, covering Weardale, Teesdale and Kielder. This also covers Essex and Suffolk.

This scope will be spilt in to 3 lots dependent on operating areas. Lot One will be the North operating area, Lot Two will be Essex and Lot Three will be Suffolk.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Northern Operating Area

Lot No

1

II.2.2) Additional CPV code(s)

- 45330000 - Plumbing and sanitary works

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)

II.2.4) Description of the procurement

Northumbrian Water has a requirement for the repair of leaking toilets for our customers in all our operating areas.

This covers the Northeast of England - from Berwick to the borders of North Yorkshire and from the East Coast across the Pennines to the Cumbrian border, covering Weardale, Teesdale and Kielder.

A leaky loo is defined as when water is leaking from the cistern to the pan, and any inlet valves.

The supplier will cover the geographical area of Northumbrian Water's Northern operating area.

Leaky loos will be identified on an ongoing basis throughout the year, however NWL cannot guarantee the actual volumes or that there will be a consistent stream of work as the requirement is driven by customer demand. NWL are aiming to repair approx. 3200 toilets across our whole supply area, broken into 2,050 in the Northern Operating area per year but NWL cannot guarantee this.

NWL will provide contact details of customers who

have reported a leaky loo. The supplier will contact the customer to arrange timed appointments (8am-1pm or 12-6pm) to repair the leaky loo. The supplier will be responsible for keeping to the times and if any unplanned or not pre-agreed changes occur (e.g., late or early arrival), a compensation payment will be given to the customer. This payment of £30 would be the responsibility of the supplier.

The supplier will carry out the repair to an expected standard and if necessary, explain what has been done to the customer.

All communications with customers (e.g., phone calls, emails, letters), visits to properties and works undertaken will be recorded and reported to NWL within 24 hours.

The supplier will be responsible for purchasing and using good quality plumbing materials.

The supplier will take a meter reading from the property (if it is a metered property) at the time of visit.

The supplier will be given direct access into NWL customer billing system. We will require you to input

all customer contacts and appointments made and fulfilled, timings of these and what occurred. Please ensure the cost for this resource is included in your proposal

II.2.11) Information about options

Options: Yes

Description of options

After the initial 24 months a further 36 months may become available

II.2) Description

II.2.1) Title

Essex Operating Area

Lot No

2

II.2.2) Additional CPV code(s)

- 45330000 - Plumbing and sanitary works

II.2.3) Place of performance

NUTS codes

- UKH3 - Essex

II.2.4) Description of the procurement

Northumbrian Water has a requirement for the repair of leaking toilets for our customers in all our operating areas.

This covers our Essex operating area.

A leaky loo is defined as when water is leaking from the cistern to the pan, and any inlet valves.

The supplier will cover the geographical area of the Essex operating area. Please see documents attached in section 1.5.1.

Leaky loos will be identified on an ongoing basis throughout the year, however NWL cannot guarantee the actual volumes or that there will be a consistent stream of work as the requirement is driven by customer demand. NWL are aiming to repair approx. 3200 toilets across our whole supply area, broken into 958 in Essex per year but NWL cannot guarantee this.

NWL will provide contact details of customers who have reported a leaky loo. The supplier will contact the customer to arrange timed appointments (8am-1pm or 12-6pm) to repair the leaky loo. The supplier will be responsible for keeping to the times and if any unplanned or not pre-agreed changes occur (e.g., late or early arrival), a compensation payment will be given to the customer. This payment of £30 would be the

responsibility of the supplier.

The supplier will carry out the repair to an expected standard and if necessary, explain what has been done to the customer.

All communications with customers (e.g., phone calls, emails, letters), visits to properties and works undertaken will be recorded and reported to NWL within 24 hours.

The supplier will be responsible for purchasing and using good quality plumbing materials.

The supplier will take a meter reading from the property (if it is a metered property) at the time of visit.

The supplier will be given direct access into NWL customer billing system. We will require you to input all customer contacts and appointments made and fulfilled, timings of these and what occurred. Please ensure the cost for this resource is included in your proposal.

II.2.11) Information about options

Options: Yes

Description of options

After the initial 24 months a further 36 months may become available

II.2) Description

II.2.1) Title

Suffolk Operating Area

Lot No

3

II.2.2) Additional CPV code(s)

- 45330000 - Plumbing and sanitary works

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk

II.2.4) Description of the procurement

Northumbrian Water has a requirement for the repair of leaking toilets for our customers in all our operating areas.

This covers the Suffolk operating area

A leaky loo is defined as when water is leaking from the cistern to the pan, and any inlet valves.

Leaky loos will be identified on an ongoing basis throughout the year, however NWL cannot guarantee the actual volumes or that there will be a consistent stream of work as the requirement is

driven by customer demand. NWL are aiming to repair approx. 3200 toilets across our whole supply area, broken into 192 in Suffolk per year but NWL cannot guarantee this.

NWL will provide contact details of customers who have reported a leaky loo. The supplier will contact the customer to arrange timed appointments (8am-1pm or 12-6pm) to repair the leaky loo. The supplier will be responsible for keeping to the times and if any unplanned or not pre-agreed changes occur (e.g., late or early arrival), a compensation payment will be given to the customer. This payment of £30 would be the responsibility of the supplier.

The supplier will carry out the repair to an expected standard and if necessary, explain what has been done to the customer.

All communications with customers (e.g., phone calls, emails, letters), visits to properties and works undertaken will be recorded and reported to NWL within 24 hours.

The supplier will be responsible for purchasing and using good quality plumbing materials.

The supplier will take a meter reading from the property (if it is a metered property) at the time of visit.

The supplier will be given direct access into NWL customer billing system. We will require you to input

all customer contacts and appointments made and fulfilled, timings of these and what occurred. Please

ensure the cost for this resource is included in your proposal.

II.2.11) Information about options

Options: Yes

Description of options

After the initial 24 months a further 36 months may become available

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-031108](#)

Section V. Award of contract

Contract No

NW2704

Lot No

1

Title

Northern Operating Area

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 February 2025

Section V. Award of contract

Contract No

NW2704

Lot No

2

Title

Essex Operating Area

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 February 2025

Section V. Award of contract

Contract No

NW2704

Lot No

3

Title

Suffolk Operating Area

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 February 2025

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NWL Legal Department Northumbrian Water LIMITED

Durham

Country

United Kingdom