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Tender

## **Consultancy Services**

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-031064

Procurement identifier (OCID): ocds-h6vhtk-0300cf

Published 14 December 2021, 10:54am

The closing date and time has been changed to:

**28 January 2022, 12:00pm**

See the [change notice](#).

## **Section I: Contracting entity**

### **I.1) Name and addresses**

THAMES WATER UTILITIES LIMITED

Reading

RG1 8DB

#### **Contact**

Thames Water

#### **Email**

[procurement.supportcentre@thameswater.co.uk](mailto:procurement.supportcentre@thameswater.co.uk)

#### **Country**

United Kingdom

**NUTS code**

UKJ11 - Berkshire

**Internet address(es)**

Main address

<https://www.thameswater.co.uk>

**I.3) Communication**

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

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

**I.6) Main activity**

Water

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Consultancy Services

Reference number

FA1410

**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**

Thames Water is seeking to award Framework Agreements to multiple providers for the provision of consultancy services, across 4 lots:

Lot 1 - Strategy and operational model: regulatory advice, operational planning, long term strategy

Lot 2 - Performance improvement: process reviews, change and transformation, customer experience and continuous improvement

Lot 3 - Project management: end-to-end management of defined activities, training

Lot 4 - Digital consultancy services: cost and service management

The selected providers will be able to demonstrate how they support Thames Water, our strategic ambitions, projects and programmes.

Bidders can apply for multiple lots and each lot will be awarded to multiple providers based on individual merits.

### **II.1.5) Estimated total value**

Value excluding VAT: £136,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

## **II.2) Description**

### **II.2.1) Title**

Strategy and operational model

Lot No

1

**II.2.2) Additional CPV code(s)**

- 66000000 - Financial and insurance services
- 71800000 - Consulting services for water-supply and waste consultancy

**II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of Thames Water region.

**II.2.4) Description of the procurement**

The scope of this strategy and operational model consultancy lot will be focused on supporting Thames Water in defining and executing its future strategic objectives through analysing, reviewing and recommending solutions regarding our strategy and operational model(s).

It is expected that the providers within this lot consider numerous options and solutions, providing recommendations on the best approach to the problem statement.

Thames Water intends to award Framework Agreements to multiple providers for this lot.

**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: £16,000,000

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

### **II.2) Description**

#### **II.2.1) Title**

Performance Improvement

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 66000000 - Financial and insurance services
- 71800000 - Consulting services for water-supply and waste consultancy
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of Thames Water region

#### **II.2.4) Description of the procurement**

The scope of the performance improvement consultancy lot will be focused on reviewing the as-is of elements/functions of our business and recommending the to-be, to optimize business performance. Take a holistic approach and ensuring alignment between people, processes, and systems to ensure our business performs at its best.

Thames Water intends to award Framework Agreements to multiple providers for this lot.

#### **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: £88,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

## **II.2) Description**

### **II.2.1) Title**

Project Management

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 66000000 - Financial and insurance services
- 71800000 - Consulting services for water-supply and waste consultancy

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of Thames Water region.

### **II.2.4) Description of the procurement**

It is expected that partners who are allocated to the project management lot are able to support in end-to-end delivery and management of identified projects across Thames Water business.

It is expected that much of the activities within this lot will relate to business support services and functions, with capital/ construction being excluded.

Thames Water intends to award Framework Agreements to multiple providers for this lot.

#### **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: £16,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

#### **II.2.10) Information about variants**

Variants will be accepted: Yes

#### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

## **II.2) Description**

### **II.2.1) Title**

Digital consultancy services

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 72000000 - IT services: consulting, software development, Internet and support

### **II.2.3) Place of performance**

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of Thames Water region.

### **II.2.4) Description of the procurement**

Thames Water are looking to partner with consultancies to provide digital consultancy services specifically including but not limited to:

- a) IT Cost Management.
- b) IT Service Management: advice/ input into elements of Thames Water's digital strategy and digital transformation.
- c) IT Contracts, benchmarking and analysis: analysis of various elements within digital, share best practice and market knowledge.

Thames Water intends to award Framework Agreements to multiple providers for this lot.

### **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: £16,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Any agreement awarded would be for an initial duration of 5 years with options to extend annually up to a maximum overall term of 8 years.

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## **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

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

As detailed in the PQQ.

#### **III.1.6) Deposits and guarantees required**

Bonds and/or parent company guarantees of performance and financial standing may be required.

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

As detailed in the ITN.

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Consortia may be required to form a legal entity prior to any award.

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## **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: 30

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **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**

Originally published as:

Date

10 January 2022

Local time

12:00pm

Changed to:

Date

28 January 2022

Local time

12:00pm

See the [change notice](#).

#### **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**

Duration in months: 9 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Between 5 & 8 years.

### **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**

All suppliers who wish to respond to this notice must request a pre-qualification questionnaire (PQQ) by using the link in Section I.3 of this notice, i.e.

<https://www.thameswater.co.uk/procurement>

All bidders will receive an email from [procurement.supportcentre@thameswater.co.uk](mailto:procurement.supportcentre@thameswater.co.uk) containing their log on details into our Smartsourcing Portal in order to access the PQQ documents.

Note that your client may be Thames Water Utilities Ltd or another company within the Kemble Water group structure.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Thames Water Utilities Limited

Reading

Country

United Kingdom

### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).