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Tender

Leaky Loos

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-031108

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

Published 30 September 2024, 9:39am

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Amy Clarke

Email

amy.clarke3@nwl.co.uk

Telephone

+44 7543301740

Country

United Kingdom

Region code

UKC14 - Durham CC

Companies House

02366703

Internet address(es)

Main address

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>

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.

NWL are looking to award each Lot to one supplier.

Suppliers can apply for all, some or one lot, but you must be able to service this region to apply.

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

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.2.5) 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

24

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

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.2.5) 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

24

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

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.2.5) 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

24

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

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

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

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

Minimum level(s) of standards possibly required

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

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.

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

Please see the terms and conditions in the procurement documents

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

These will be set out in the tender documents

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

22 October 2024

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.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 amy.clarke3@nwl.co.uk before the deadline date of 22 October 2024 at 12 noon. 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 29th October 2024 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, and the Lot numbers you will be bidding on.

VI.4) Procedures for review

VI.4.1) Review body

NWL Legal Department

Northumbrian Water LIMITED, Abbey Road, Pity Me

Durham

DH1 5FJ

Country

United Kingdom