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Contract

Bill Printing

NORTHUMBRIAN WATER GROUP LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-035405

Procurement identifier (OCID): ocds-h6vhtk-042cf8

Published 1 November 2024, 7:53am

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House

DURHAM

DH15FJ

Contact

Laura McMain

Email

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Telephone

+44 7805786518

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

Bill Printing

Reference number

NW2651

II.1.2) Main CPV code

- 79810000 - Printing services

II.1.3) Type of contract

Services

II.1.4) Short description

NWL have awarded a contract for the provision of bill printing. The items that are to be provided include:

1. Printing of our customer bills and letters, including:

- Laser printing of bills and letters.
- Mailsorting our bill and letter files, including adding a Mailmark barcode on the documents.
- Enclosing ready for collection by downstream service provider to meet mailsort requirements.
- Provide or process controls tracking data from receipt of files to the despatch of mail.
- Procurement / provision of stationery including paper, envelopes and occasionally leaflets.
- Provision of stock storage, stock reports and stock re-order alerts when re-order levels are reached.
- Processing of returned mail, including providing a weekly file detailing mail returned.

2. PayPoint payment card production, including:

- Provision or sourcing of plastic payment cards, and paper for customer letters
- Encoding of magnetic strip
- Card attached to customer letter and mailed. Currently mailed using existing envelope stock from our main print files detailed above.

3. Hybrid Mail solution

- Providing a print solution for our colleagues working both in the office and at home

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

II.2.4) Description of the procurement

The initial contract will be for a period of five years. The supplier must be able to manage the printing and fulfilment of 12 to 25,000 items on a daily basis. In addition to daily files they should be able to manage the peak of annual billing. This will require a phased mailing over a four week period during February and March where approximately

550,000 bills will be produced . This is in addition to our daily file volumes.

Approximate annual volumes

- Daily bills 1.5m, Usually 2-4 sheets. Typically 4 sheets April to September when additional onserts are used and 2 sheets October to March.

- Daily Letters 2.4m, 1 to 3 page documents
- Annual bills 0.55m, Typically 4 sheet bills including selective onserts, a small number may have up to two additional onserts.
- Outer envelopes 4.5m 162mm x 235mm
- Return envelopes, 1.1m 102mm x 216mm

All bills and letters are printed on continuous plain white paper. In the 12 months up to end of November 2023 our continuous paper usage has totalled 10.255 million A4 sheets

Payment Cards - Approximately 30,000 cards are issued per year. Volumes are on average 115 per day

Hybrid Mail - Over the last 12 months our monthly volumes have been between around 4,000 and 11,000.

II.2.11) Information about options

Options: No

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 000-001202](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 October 2024

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northumbrian Water Ltd

Abbey road

Durham

DH1 5FJ

Country

United Kingdom