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Contract

Household Water Saving Retrofit Audits

NORTHUMBRIAN WATER GROUP LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-041095

Procurement identifier (OCID): ocds-h6vhtk-044c54

Published 20 December 2024, 7:22am

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

2366703

Internet address(es)

Main address

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

Buyer's address

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

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Household Water Saving Retrofit Audits

Reference number

NW2703

II.1.2) Main CPV code

- 71800000 - Consulting services for water-supply and waste consultancy

II.1.3) Type of contract

Services

II.1.4) Short description

A contract has been awarded for the following - NWL has set itself challenging targets to achieve real and quantifiable water savings through its water efficiency strategy to reach a long-term goal of 110 litres per person per day by 2050 and a 9.7% reduction between 2025 and 2030. Water saving visits have been a key

component of our water efficiency strategy. The tried and tested approach successfully combines the provision and fitting of water saving products in customer's homes and effective water efficiency education with each customer. This approach has proven to deliver long-term behaviour change. Water's Worth Saving is our household retrofit water saving visit project. We are seeking to employ a contractor to deliver the project to our highest use customers across our Northern, Essex and Suffolk supply areas for the whole of AMP8 (2025 - 2030).

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

A contract has been awarded for the following - NWL has set itself challenging targets to achieve real and quantifiable water savings through its water efficiency strategy to reach a long-term goal of 110 litres per person per day by 2050 and a 9.7% reduction between 2025 and 2030. Water saving visits have been a key

component of our water efficiency strategy. The tried and tested approach successfully combines the provision and fitting of water saving products in customer's homes and effective water efficiency education with each customer. This approach has proven to deliver long-term behaviour change. Water's Worth Saving is our household retrofit water saving visit project. We are seeking to employ a contractor to deliver the project to our highest use customers across our Northern, Essex and Suffolk supply areas for the whole of AMP8 (2025 - 2030). Below is an overview of the core components for this project to

give you an idea of what the contractor will be responsible for, and some of the practical and logistical requirements and deliverables we expect:

- Inbound and outbound call handling
- Arranging appointments, including rescheduling
- Organise/plan technician routes/diaries around appointments,
- Organise/facilitate the transfer, storage and monitoring of stock
- Gaining an understanding of customers, who they are and how/why/when water is used the way it is
- Engaging with customer through relevant behavioural change messaging, making the interaction personal and tailored to the customer
- Delivery and installation of suitable water saving interventions, taking flow measurements,
and substituting alternative products
- Minor internal leak repairs (such as leaking toilets, tap washer replacements etc.)
- Remedial visits
- Monitoring call centre and field staff productivity
- Robust and quality assured data collection, for example collecting data from visit around products installed, meter reads, any other areas of interest, on an electronic form
- Reporting, for example a weekly report of work complete, a monthly overview, and a final project review report
- Collection of water consumption data to assess water savings
- Post intervention customer survey
- Post interventions follow up to customers,
- Quality assurance random sampling,

- Providing feedback and recommendations of improvement prior to review phase,
- Regular catch ups with the project team to cover aspects such as training, project progress and any support required.

The regulatory year runs from April to March with a requirement to report activity completed to regulators covering this period every year. The objective is to provide validated data on the

details of the work completed annually so that this data can be analysed and used for NWG's annual reporting. The project for the first year of the contract will be completed by January

2026 including a period for review of the final report and database by NWG, followed by any required amendments and clarification. Please note: Due to the nature of the project, we require the contractor to be able to deliver the work across all three operating areas, throughout the duration of the contract. This is due to mailing customers in several areas to ensure the target number of properties if achieved. We aim to achieve a minimum of 16,500

visits per year.

II.2.11) Information about options

Options: Yes

Description of options

The contract will be for 24 months (with 3 month remedial period each year) with a further 36 month optional extension

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 000-009594](#)

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

19 November 2024

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northumbrian Water Ltd

Durham

Country

United Kingdom