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Tender

Travel Management Service Provider

NORTHUMBRIAN WATER LIMITED

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-070188

Procurement identifier (OCID): ocds-h6vhtk-05d846

Published 31 October 2025, 3:33pm

Scope

Reference

NW2932

Description

NWL are looking for a supplier who can provide travel management services through the use of an online, self-managed, booking portal. We would also require the option for a dedicated offline booking team.

The initial contract term will be three years, starting on the 1 July 2026 with the option to extend the contract for a further three year period and then an additional two year period (3+3+2). We have built into the tender timescales a 3 month period for implementation if required.

The value of travel bookings was approximately £1.1m in 2024.

Please see the full scope of works contained in the Scope of Works document in the Conditions of Participation.

Total value (estimated)

- £9,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2034
- 8 years

Description of possible extension:

The initial term of the contract will be three years. A further extension may be granted for 3 years based on supplier performance and business need. There is also a subsequent two year extension period available that may be granted on the same basis.

Main procurement category

Services

CPV classifications

- 63516000 - Travel management services

Contract locations

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

- UKH3 - Essex

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Submission type

Requests to participate

Deadline for requests to participate

26 November 2025, 12:00pm

Submission address and any special instructions

Applicants are asked to note that this procurement process will be conducted electronically with all documents and communication being managed through the Northumbrian Water e-Sourcing Spend Management portal called 'Ariba' (<https://s1.ariba.com>). Expressions of interest from this notice must be sent to the e-mail address jack.burgess@nwl.co.uk before the deadline date of the 26 November 2025 at 12:00hrs. 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 COPs is the 3rd December 2025 at 12noon. 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 number.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 April 2026

Award criteria

Name	Type	Weighting
Quality	Quality	80%
Price	Price	20%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

Stage 1: Invitation to participate and conditions of participation

Stage 1 commenced with the issuing of this Tender Notice and the publication of the Conditions of Participation Document (COP) in NWL's Ariba Sourcing tool.

The document includes a COP questionnaire which all suppliers are required to complete and return in accordance with the procurement timetable and instructions within the document.

NWL will use this stage to confirm that neither the supplier, nor any related persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors are listed on the Cabinet Office debarment list. To the extent that any such entities are listed on the debarment list, NWL will consider whether to exclude the supplier from participating in this procurement in accordance with its obligations under the Act.

In addition, NWL will consider whether any supplier or related persons within its corporate group, associated persons relied on to meet the conditions of participation, or proposed sub-contractors are excluded or excludable suppliers, and before NWL determines that a supplier is an excluded or excludable supplier, it will provide the supplier reasonable opportunity to make representations and provide evidence as is proportionate in the circumstances. If the supplier is an excluded or excludable supplier only by virtue of an associated person or proposed sub-contractor, NWL will notify the supplier of its intention to exclude the supplier and provide the supplier with reasonable opportunity to replace the associated person or sub-contractor. If as a consequence of this process NWL excludes the supplier from participating in this procurement or is aware of an associated person or sub-contract having been replaced, it will give notice of this fact within 30 days of its decision to the Procurement Review Unit (PRU).

NWL will also undertake a review of the completed COP with reference to any information held on the Central Digital Platform. Responses to any conditions of participation will be assessed in accordance with the selection process and any criteria as set out in the tender notice and described in this document. The assessment of these responses will identify the top 5 number of suppliers to be invited to participate in Stage 2.

Stage 1 will complete with suppliers being notified in writing of whether or not they have been successfully shortlisted to participate in Stage 2. Suppliers not invited to stage 2 will be provided with a written explanation of the reasons why they have not been shortlisted to participate in Stage 2.

Suppliers should note that NWL reserves the right to re-assess any response to the conditions of participation at any stage of this procurement, including in light of any new relevant information that comes to NWL's attention.

Stage 2: Invitation to submit initial tenders

Stage 2 will commence with the notification, inviting those suppliers which have successfully been shortlisted at stage 1 of this procurement to submit initial tenders.

The notification will also provide details of any new information made available to suppliers at this stage of this procurement.

Initial tenders must be submitted in accordance with the procurement timetable and instructions set out in RFP document and any additional information provided.

Following the deadline for submission of initial tenders, NWL will assess initial tenders in accordance with the assessment process and award criteria set out in the tender notice and described in this document. The assessment process will identify which suppliers are to be selected to participate in the negotiation/dialogue stage as set out in Stage 3.

Once the assessment of initial tenders has concluded, suppliers will be notified in writing whether they have successfully been invited to stage 3. Any suppliers not invited to participate in stage 3 will be provided with reasons in writing to explain why they have not been successful.

Stage 3: Invitation to participate in dialogue [and/or negotiate]

Stage 3 will commence with the notification inviting suppliers that have successfully passed stage 2 to attend one or more dialogue and/or negotiation meetings.

The notification will also provide details of any new information made available to suppliers at this stage in this procurement.

The notification will also describe how the dialogue and/or negotiations will be conducted, including the location and dates for the relevant meetings, as well as the attendee arrangements.

Stage 4: Invitation to submit a Best and Final Offer (BAFO)

Stage 4 will commence with the issuing of a letter inviting all suppliers remaining at stage 3 to submit their Best and Final Offer.

Best and Final offers must be submitted in accordance with the Procurement Timetable and instructions set out in this document and any additional information provided.

After the deadline for submission of best and final offers, NWL will reconsider, in respect of each supplier that submitted, whether the supplier or any related persons within its corporate group, associated suppliers relied on to meet the conditions of participation, or proposed sub-contractors, are excluded or excludable suppliers and will consider whether to disregard the best and final offer submitted in accordance with its obligations under the Act. If the supplier is an excluded or excludable supplier only by virtue of an associated supplier or proposed sub-contractor, NWL will notify the supplier of its intention to disregard its tender and provide the supplier with a reasonable opportunity to replace the associated supplier or sub-contractor. If as a consequence of this process NWL disregards a tender from an excluded or excludable supplier or is aware of an associated supplier or subcontractor having been replaced, it will give notice of this fact within 30 days of its decision to the Procurement Review Unit (PRU)

NWL will conduct an assessment of all Best and Final offers in order to identify the supplier which has submitted the most advantageous tender in accordance with the assessment methodology and award criteria set out in the tender notice and described in this document. In carrying out this assessment, NWL will disregard any final tender from a supplier who does not satisfy the conditions of participation.

Once the assessment has concluded, NWL will provide an assessment summary to all suppliers that submitted Best and Final Offers to:

- a. inform them whether they have been successful in being awarded the contract
- b. provide an explanation of the assessment of the supplier's tender against the relevant award criteria, in accordance with the requirements of the Act
- c. where different to the supplier concerned, provide information in respect of the most advantageous tender submitted, including details of the assessment of this tender against the relevant award criteria and the supplier's name

Once the assessment summaries have been provided to the suppliers that submitted Best

and Final offers NWL will also publish a contract award notice on the Central Digital Platform to commence the mandatory standstill period.

Subject to completion of the mandatory standstill period, stage 4 will end with NWL entering into preferred supplier stage with the preferred supplier.

Stage 5: Preferred supplier stage

The highest scoring supplier will be invited to engage in further discussions with NWL as part of a preferred supplier stage. This stage will be used to finalise the draft contract terms and conditions, in accordance with the limitations set out in the Act.

Stage 5 will end with NWL entering into the contract with the preferred supplier

Contracting authority

NORTHUMBRIAN WATER LIMITED

- Companies House: 02366703
- Public Procurement Organisation Number: PRLG-5541-VHHG

Northumbria House

Pity Me

DH1 5FJ

United Kingdom

Email: jack.burgess@nwl.co.uk

Region: UKC14 - Durham CC

Organisation type: Private utility

