

UK-Snodland: personal development training services
OJ S 58/2012 23/03/2012
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: South East Water Ltd
Postal address: Rocfort Road
Town: Snodland
Postal code: ME6 5AH
Country: United Kingdom
For the attention of: Michael Moores
E-mail: michael.moores@southeastwater.co.uk
Telephone: +44 1634873020
Fax: +44 1634245232

Internet address(es):

General address of the contracting entity: www.southeastwater.co.uk

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Main activity

Water

I.3. Contract award on behalf of other contracting entities

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

Learning and Development Training.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 11: Management consulting services [6] and related services

Main site or place of performance: Snodland.

NUTS code UKJ South East (England)

II.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

II.1.4. Information about framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in years: 5

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 500 000 GBP

II.1.5. Short description of the contract or purchase(s)

South East Water is looking to establish a 5 year (3+2) framework with a sole supplier to support the Human Resources function being capable of providing the range of learning and development training and administrative services as detailed in the Scope.

Potential tenderers should confirm their expression of interest and request the Pre-Qualification Questionnaire via email or in writing to the named contact by the close date.

II.1.6. CPV code(s)

80570000 Personal development training services

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Information about lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Introduction to South East Water.

South East Water (SEW) supplies approximately 565 million litres of drinking water every day to 2 100 000 people in the South East of England. SEW employs in the region of 650 people and generates an annual turnover of circa 176 000 000 pounds sterling.

Our supply area comprises two regions (Western & Eastern) that cover a large part of Sussex, Kent, Surrey, Hampshire and Berkshire and totals approximately 5,600 square kilometres. The majority of the Western region is mainly urban with towns including Farnham, Aldershot, Fleet, Farnborough, Camberley, Sandhurst and Yateley, Wokingham, Bracknell and Maidenhead, Basingstoke and Petersfield.

The Eastern region is mainly rural, particularly through its central section. The main urban centres are Eastbourne, Tunbridge Wells, Tonbridge, Sevenoaks, Ashford, Maidstone, Canterbury, Burgess Hill, Haywards Heath and East Grinstead.

Our head office is located at Snodland in Kent, with 3 working distribution depots at Aldershot in Hampshire, Uckfield in East Sussex and Detling in Kent. We also have a large modern laboratory located at Frimley in Surrey supported by a satellite microbiology laboratory located at Barcombe in Sussex. In addition to providing in house water testing services, these laboratories provide a full range of water analysis services for third party commercial customers.

SEW is owned by CDP (SEW) Fund, L.P and the Utilities Trust of Australia. CDP (SEW) Fund, L.P. is a limited partnership controlled by Capital d'Amérique CDPQ Inc. which is a wholly-owned subsidiary of Caisse de depot et placement du Quebec (CDPQ). CDPQ is one of the largest institutional fund managers in North America. Utilities Trust of Australia is an open-ended trust owned, in the main, by a number of Australian superannuation funds.

Additional general information about SEW may be obtained from the following sources
www.southeastwater.co.uk www.ofwat.gov.uk www.dwi.gov.uk www.environment-agency.gov.uk.

The Services.

Previously in South East Water Ltd. (SEW) the Learning and Development (L&D) provision has been managed within the Human Resources (HR) function and supporting administration function. The current function provides a tactical service which includes a basic booking service for external and internal training courses. A basic level of training planning which is linked to the performance review process. And partnerships with established suppliers are maintained.

South East Water now wishes to develop the existing tactical and reactive service into a more proactive and strategic function which will deliver an integrated L&D service to the SEW employees and management teams.

This will include the provision of an L&D strategy which is clearly linked to SEWs business objectives. Provision of the management teams with up to date management information which allows them to make decisions around budget allocation. Development and implementation of clear mechanisms which allows SEW to assess the efficacy of both learning interventions and quality of performance, including the formation of a training Performance Service Level. Development of a more strategic approach to people development. Enhancing the existing HR systems in support of a more selfservice approach to both L&D and HR services, for example, employees taking ownership of their own professional development. In addition the supplier will be required to support the development and progress of the existing L&D Advisor, in particular by developing a strategy document which links the key learning & development objectives with the business objectives. Planning of an annual training schedule. Development of an internal Learning Forum (with the Heads of each Operational function) which reviews the training priorities within the business to support budget management and forecasting. Development of Management Information mechanisms which provide the management team with meaningful results and statistics. Developing new policies and procedures for internal use and mechanisms to enable efficient management of external partners performance including SLAs and KPIs. To deliver the range of Services, SEW will require a responsive local service including a dedicated Account Manager with ability to attend regular review and meetings at the SEW Head Offices in Snodland as required.

Mandatory requirements of the Services required include. An automated administration service which would include. Ttraining records, catalogue management, an e learning platform, on line assessments, social learning environment, on line evaluation and reporting services. To act as an Administration Partner to SEW for course bookings, course logistics, reporting, consolidated invoicing, employee helpline and management of SEWs mandatory learning programmes. Any third party sourced training providers including bespoke or specialist services via a formalised process, the management of these suppliers through service levels and benefits to SEW. The ability to deliver key business training programmes relating but not limited to management & leadership, project management, customer service, IT solutions and professional development.

We are seeking a strategic partner in respect of the above listed services, to fulfil this role potential Tenderers should only submit an expression of interest if they have the ability and capacity to provide all the services.

Estimated value excluding VAT: 500 000 GBP

II.2.2. Information about options

Options: yes

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

II.3. Duration of the contract or time limit for completion

Duration in months: 60 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: SEE PQQ Document.

III.2.2. Economic and financial ability

List and brief description of conditions: SEE PQQ Document.

III.2.3. Technical and professional ability

List and brief description of conditions: SEE PQQ Document.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information**IV.3.1. File reference number attributed by the contracting entity**

SEW 370 2012

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: 5.4.2012 - 12:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

12.4.2012 - 12:00

IV.3.5. Languages in which tenders or requests to participate may be submitted

English.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender**IV.3.7. Conditions for opening of tenders****Section VI: Complementary information**

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body****VI.4.2. Review procedure****VI.4.3. Service from which information about the review procedure may be obtained****VI.5. Date of dispatch of this notice**

21.3.2012