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Tender

Electric Metering Services

THAMES WATER UTILITIES LIMITED

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

Notice identifier: 2026/S 000-001148

Procurement identifier (OCID): ocds-h6vhtk-05f418

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Scope

Reference

FA2351

Description

Thames Water Utilities Limited is seeking to appoint a partner to deliver comprehensive electricity metering services across its portfolio. The appointed partner will be responsible for providing meter operator, data collection, and data aggregation services, ensuring the continued reliability and efficiency of Thames Water's electricity metering infrastructure.

The scope of this specification covers the provision of electricity metering services for 100% of Thames Water's electric metering portfolio. The successful partner must be suitably accredited and demonstrate compliance with all relevant electricity metering standards. In addition to technical competence, the partner is expected to be proactive in contractual innovation and deliver high-quality performance throughout the contract period. The contract will encompass all aspects of meter operation, data collection, and

data aggregation, with a focus on supporting Thames Water's operational and strategic objectives

Thames Water reserves the right to refine the award criteria. Please note that that deadline for asking for access to the PSQ & submitting of the PSQ is 9th January 2026, at 10am.

Total value (estimated)

- £4,800,000 excluding VAT
- £5,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 30 October 2026 to 31 October 2029
- Possible extension to 31 October 2035
- 9 years, 2 days

Description of possible extension:

Options (at Thames Water's discretion) to twice extend for a further term of three years for a total maximum term of 9 years. This would be subject to satisfactory reviews on price and Service Provider performance and no material change to the financial standing of the Service Provider. The Term of the Agreement may be subject to change if unforeseen changes to the business occur.

Options

The right to additional purchases while the contract is valid.

The full scope of the services to be provided and any options that may be considered

throughout the term of the agreement, is set out in the Specification issued within the Invitation to Negotiate (ITN) document

Main procurement category

Services

CPV classifications

- 38554000 - Electricity meters
- 50411300 - Repair and maintenance services of electricity meters
- 65300000 - Electricity distribution and related services

Contract locations

- UKI - London
- UKJ - South East (England)

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

12 January 2026, 10:00am

Submission type

Requests to participate

Deadline for requests to participate

13 January 2026, 10:00am

Submission address and any special instructions

To gain access to the PSQ documents, please fill out the details from the following link

<https://forms.office.com/e/wRtn5YC0W7>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 June 2026

Award criteria

Name	Type	Weighting
Technical	Quality	60%
Commercial	Cost	35%
Legal	Quality	5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

- Indicative timeline. ITN Issue
 - o Issue of Invitation to Negotiate (ITN) for completion

- Deadline for Bidder Questions
 - o All ITN-related questions to be submitted by bidders
 - Deadline for Response to Bidders
 - o Thames Water responds to bidder questions
 - ITN Submission
 - o Deadline for bidders to submit completed ITN
 - Bidder Clarification & Resubmission
 - o Clarifications from Thames Water on ITN submissions and resubmissions (as required)
 - Shortlisting
 - o Two suppliers will be shortlisted after ITN Stage 2
 - Presentations, Demos, Scenarios
 - o Shortlisted bidders present to Thames Water, including follow-up questions
 - Contracting
 - o Agreement of Terms and Conditions between shortlisted bidders and Thames Water
 - Contract Award
 - o Assessment summaries and award notice issued; standstill period complete
 - Contract Signature
 - o Contract issued via DocuSign for both parties to sign
 - Mobilisation/Implementation
 - o Implementation of agreement
-

Contracting authority

THAMES WATER UTILITIES LIMITED

- Companies House: 02366661
- Public Procurement Organisation Number: PNQQ-4647-DTCV

Clearwater Court

Reading

RG1 8DB

United Kingdom

Email: procurement.supportcentre@thameswater.co.uk

Region: UKJ11 - Berkshire

Organisation type: Private utility