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Tender

Enterprise Content Management Product Selection

THAMES WATER UTILITIES LIMITED

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

Notice identifier: 2026/S 000-001467

Procurement identifier (OCID): ocds-h6vhtk-0601e3

Published 8 January 2026, 1:29pm

Scope

Reference

TC2417

Description

Thames Water Utilities Limited seeks to procure an Enterprise Content Management (ECM) platform. The scope excludes implementation or professional services. The ECM solution will manage unstructured and semi-structured content including documents, records, emails, images, and collaboration artifacts, with robust governance, security, retention and discovery capabilities.

The Authority intends to award a single contract covering software subscription/licenses. Thames Water reserves the right to refine the award criteria.

Thames Water reserves the right to refine the award criteria. Please note that the deadline for asking for access to the PSQ & submitting of the PSQ is Monday, 2 February 2026, at 10 am.

Total value (estimated)

- £5,000,000 excluding VAT
- £6,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 30 April 2026 to 30 April 2031
- Possible extension to 29 April 2033
- 7 years

Description of possible extension:

Thames Water envisages that the contract will be awarded for an initial term of 3 years with options to extend by 1 year or longer, up to a maximum overall term of 8 years.

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

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

23 January 2026, 5:00pm

Submission type

Requests to participate

Deadline for requests to participate

2 February 2026, 10:00am

Submission address and any special instructions

Please fill out this form to gain access to the PSQ documents.

<https://forms.office.com/e/ZBHfT3K4bT>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 April 2026

Award criteria

Name	Description	Type	Weighting
Technical	<p>The contract will be awarded based on an evaluation:</p> <p>Solution Capability - Ability of the ECM platform to meet Thames Water's core requirements for managing enterprise content, including governance, security, retention, and discovery.</p> <p>Integration & Compatibility - Seamless interoperability with existing Thames Water systems and support for future scalability.</p> <p>Compliance & Security - Adherence to UK data protection regulations and robust security features to safeguard sensitive information.</p> <p>User Experience - Intuitive and accessible interface for end-users and administrators, supporting efficient adoption.</p> <p>Support & Sustainability - Vendor's ability to provide ongoing support, updates, and ensure long-term viability of the solution.</p>	Quality	70%

Name	Description	Type	Weighting
Commercial	<p>Total Cost of Ownership (TCO) - Assessment of overall cost including licensing, support, and any future scalability costs. Pricing Structure & Transparency - Clarity and competitiveness of pricing model (subscription/licensing terms, renewal costs, and any additional charges). Value for Money - Balance between cost and the quality of solution offered, ensuring best economic advantage for Thames Water. Contractual Flexibility - Ability to accommodate changes in scope, extensions, and options without disproportionate cost impact. Risk & Financial Stability - Supplier's financial health and ability to deliver long-term commitments without undue risk.</p>	Cost	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

Thames Water Utilities Limited ("the Authority") will award the contract using a Competitive Flexible Procedure comprising a pre qualification stage, successive tendering rounds with negotiation, presentation and a final submission.

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