

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001791-2025>

Contract

Smart Metering Supply, Installation & Connectivity Services

United Utilities Water Limited

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-001791

Procurement identifier (OCID): ocds-h6vhtk-03927b

Published 17 January 2025, 6:16pm

Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Rebecca Crist

Email

rebecca.crist@uuplc.co.uk

Telephone

+44 79174495048

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

02366678

Internet address(es)

Main address

<https://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Smart Metering Supply, Installation & Connectivity Services

Reference number

PRO004731

II.1.2) Main CPV code

- 50411100 - Repair and maintenance services of water meters

II.1.3) Type of contract

Services

II.1.4) Short description

United Utilities (UU) have committed to the rollout of more than 900,000 Smart AMI meters during AMP 8 as a key enabler to reduce water supply volumes (via reductions in per capita consumption (“PCC”), reductions in customer-side leakage (“CSL”) and non-house hold (“NHH”) demand). In order to achieve this UU intend to appoint a single prime contractor to deliver the full scope of services (Smart Meter supply, meter installation and connectivity services/comms), whether directly or through sub-contract arrangements, for the 5 year AMP 8 period, with extension options up to the end of AMP 9.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £630,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 32412100 - Telecommunications network
- 32430000 - Wide area network
- 38421100 - Water meters
- 50411100 - Repair and maintenance services of water meters

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

United Utilities (UU) have committed to the rollout of more than 900,000 Smart AMI meters during AMP 8 as a key enabler to reduce water supply volumes (via reductions in per capita consumption (“PCC”), reductions in customer-side leakage (“CSL”) and non-household (“NHH”) demand). In order to achieve this UU intend to appoint a single prime contractor to deliver the full scope of services (Smart Meter supply, meter installation and connectivity services/comms), whether directly or through sub-contract arrangements, for the 5 year AMP 8 period, with extension options up to the end of AMP 9.

UU's strategy to implement and manage it's Smart Meter estate is to appoint a single supplier to acquire, deploy, commission, network and maintain the Smart Meter estate. This is being done to provide the necessary feed of data to allow the Company and their customers, to make decisions and change behaviours based upon the consist feed of consumption data.

The appointed supplier will be responsible for:

- (i) Supply of Water Meters,
- (ii) Communications Unit (if water meter is not an integrated smart meter)
- (iii) Meter Installation
- (iv) Communications Network
- (v) Data management system and;
- (vi) Meter warranty

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60%

Price - Weighting: 40%

II.2.11) Information about options

Options: Yes

Description of options

Initial term of 5 years with the option to extend for up to an additional 5 years in 12 month increments.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-037337](#)

Section V. Award of contract

Contract No

1

Title

Smart Metering Supply, Installation & Connectivity Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 January 2025

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Arqiva Limited

Hampshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England & Wales

City of Westminster

London

Country

United Kingdom