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Tender

Technology Services Specialist Framework (TSSF)

Southern Water Services Limited

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

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Procurement identifier (OCID): ocds-h6vhtk-060795

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Scope

Reference

Prj_7033

Description

The objective of the tender is to select Specialist service providers who are capable of providing services for a maximum of 3 Lots, to enable SWS, at its election, to award work within a pool of pre-qualified service providers without the need to embark on a formal Procurement Act 23 process at individual project level.

To facilitate this, the intention is that the successful bidders will be awarded a place on the Technology Services Specialist Framework Agreement.

SWS will retain the right to compete work outside the pool of pre-qualified service providers (i.e. Procurement Act '23 process) where appropriate (e.g. where the pre-qualified service providers do not have the capability to deliver the services required by SWS or the price secured within the pool is not judged by SWS to be market competitive).

Some of the key objectives of the framework include:

- Establish a single route to market that covers requirements that Southern Water has for Technology Services Specialist providers and resources
- Support quick access to the right resources, in order to support Digital project objectives and deliver ongoing “run” activities
- Modernise contracts
- Increasing the use of outcome-based delivery and managed services
- Deliver the optimum selection of specialist partners
- Support the Digital transformation agenda, including the best partners for future roadmap; updated and flexible engagement models incl. managed services and suppliers aligned to target operating model
- Provide routes to market for Change Portfolio requirements

A key objective of this procurement process for Southern Water is to deliver the optimum selection of specialist partners. We would like to select and work with suppliers, who have deep capabilities in particular areas and domain expertise.

Suppliers can bid on multiple Lots relevant to their capabilities up to a maximum of 3 Lots.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £360,000,000 excluding VAT
- £432,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 3 July 2026 to 2 July 2029
- Possible extension to 2 July 2034
- 8 years

Description of possible extension:

The procedure will follow the standard Open Framework model as described under The Procurement Act 2023.

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Lot 1. Customer & Corporate

Description

SWS seek specialist partners providing deep expertise in Customer & Corporate platforms such as SAP ECC/CRM/BAS, ServiceNow, web channels, and supporting corporate systems. Focused on targeted enhancements, engineering, analysis, support and automation, enabling high-quality improvements and domain-specific capability

across customer and corporate processes.

Estimated Lot Value £2m to £5m per annum

Lot value (estimated)

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Wholesale

Description

SWS seek specialist partners providing deep expertise in Wholesale platforms and OT?adjacent technologies—Maximo, ArcGIS, PI, ThingWorx and bespoke operational apps. Focused on targeted engineering, enhancements, data?driven improvements, smart asset/smart network enablement, and modernisation of legacy systems to elevate operational performance and field service experience.

Estimated Lot Value £4m to £8m per annum

Lot value (estimated)

- £64,000,000 excluding VAT

- £76,800,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Data & Analytics & AI

Description

SWS seek specialist partners providing deep expertise in data engineering, analytics, BI development, governance and emerging AI capabilities. Focused on targeted delivery of pipelines, models, visualisation, semantic layer enablement, data quality, cataloguing and domain-specific insights - accelerating the organisation's shift to data-driven operations and AI-ready platforms.

Estimated Lot Value £2m to £4m per annum

Lot value (estimated)

- £32,000,000 excluding VAT
- £38,400,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4a. Integration

Description

SWS seek specialist partners to deliver targeted, high-quality integration services across Southern Water's digital estate, enhancing and modernising integrations built on WebMethods, SAP PI/PO, API Gateway, MFT and FME. This Lot requires deep technical expertise to design and engineer scalable integrations, reduce technical debt, strengthen API and data security, modernise legacy ESB patterns, and enable cloud-ready, microservice-aligned integration approaches - supporting platform teams, improving B2B connectivity and accelerating safe, reliable change.

Estimated Lot Value £1m to £2m per annum

Lot value (estimated)

- £16,000,000 excluding VAT
- £19,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4b. Automation

Description

SWS seek specialist partners to accelerate automation and AI adoption across Southern Water, delivering high-quality, scalable automations across Power Platform, RPA tools, Alteryx, Purview-aligned governance and emerging AI agentic capabilities. This Lot

focuses on expert design, build and support of automation solutions, reducing manual effort in systems like Maximo, SAP, ArcGIS and Workday, while helping to mature the Automation & AI CoE through education, enablement, standards, reusable components and responsible AI practices.

Estimated Lot Value £1m to £2m per annum

Lot value (estimated)

- £16,000,000 excluding VAT
- £19,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Digital Workspace & Collaboration

Description

SWS seek specialist partners providing deep expertise in digital workplace technologies, delivering targeted engineering, automation, low-code solutions, migration support and optimisation across Microsoft 365, SharePoint Online, Windows 11, VDI and collaboration tools. Focus is on shaping user experience, enhancing productivity, modernising legacy estates, enabling citizen developers, and supporting niche workplace capabilities needed across diverse user personas and operational environments.

Estimated Lot Value £1m to £3m per annum

Lot value (estimated)

- £24,000,000 excluding VAT
- £28,800,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6. Networks, Compute & Cloud Hosting

Description

SWS seek specialist partners providing deep expertise across specific network, cloud, compute or security domains - supporting targeted engineering, optimisation, migration, resilience uplift, and niche operational capabilities. This includes specialist skills in Azure, VMware, Cisco/Meraki/ISE, firewalls, storage/backup platforms, Kubernetes/OpenShift, OT?safe connectivity, observability tooling and security services. Focus is on precision technical delivery, modernisation of legacy infrastructure components, and specialist support for complex hybrid IT/OT environments.

Estimated Lot Value £3m to £7m per annum

Lot value (estimated)

- £56,000,000 excluding VAT
- £67,200,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 7. InfoSec & Cyber Security Services

Description

SWS seek specialist partners delivering deep cyber expertise, providing targeted services in SecOps, threat intelligence, penetration testing, risk assessments, security architecture, governance & assurance, and OT?specific NIS compliance activities. Focused on precision technical support—augmenting in?house teams, improving security posture, and introducing advanced defensive techniques, threat modelling, and security consultancy for complex hybrid IT/OT environments.

Estimated Lot Value £2m to £4m per annum

Lot value (estimated)

- £32,000,000 excluding VAT
- £38,400,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 8. Site Based OT

Description

SWS seek specialist partners to modernise and deliver site-based Operational Technology across Southern Water's treatment works and network sites. This Lot requires deep expertise in PLC, HMI, SCADA, telemetry, RTUs, Process Control Networks, OT networking, segmentation and NIS-aligned remediation, as well as hands-on engineering, installation, commissioning and minor civils. The partner will support the uplift of legacy OT systems to secure, standardised, fully supported platforms - driving improved visibility, governance, resilience, and operational performance across a multi-site regulated OT estate.

Estimated Lot Value £2m to £4m per annum

Lot value (estimated)

- £32,000,000 excluding VAT
- £38,400,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 9. Managed Services

Description

SWS seek specialist partners providing targeted, high-quality capability augmentation across Project & Programme Management, Agile Delivery, Business Analysis, Solution Architecture and Testing/Quality Assurance. This Lot focuses on supplying skilled practitioners and mature delivery practices to complement Southern Water's in-house Digital teams - enhancing capacity, consistency and speed of change across a diverse annual portfolio. Partners bring specialist frameworks, tooling, and domain expertise to

uplift delivery maturity, improve outcomes, and strengthen end-to-end change capability across all business and technology domains.

Estimated Lot Value £4m to £6m per annum

Lot value (estimated)

- £48,000,000 excluding VAT
- £57,600,000 including VAT

Framework lot values may be shared with other lots

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Framework

Open framework scheme end date (estimated)

2 July 2034

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

The process for agreeing Orders will follow that set out in the Technology Services Partner Framework, specifically:

Direct Order/Award - to any Framework Supplier without re-opening competition if the Service Requirements for the proposed Order:

can be met by any of the Framework Suppliers; and

the value of the proposed Order is calculated to be under £250,000 (Two Hundred and Fifty Thousand Pounds).

Competed Order - under this Framework Agreement by re-opening competition (mini-competitions) among the Framework Suppliers

POC/Hothouse selection - service providers may be required to engage in a proof of concept/hothouse selection process in order to secure the identified works

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Technical ability conditions of participation

Lot 1. Customer & Corporate

- Adherence to ISO 27001 and NCSC cloud security principles
- Compliance with UK data protection regulations
- Use of industry best practices for end user compute
- Web accessibility standards and guidelines

Lot 2. Wholesale

- Adherence to ISO 27001 and NCSC cloud security principles
- Compliance with UK data protection regulations
- Use of industry best practices

Lot 3. Data & Analytics & AI

- UK GDPR
- Data Protection Act 2018
- EU Data Act
- EU AI Act
- Cyber Essentials / Cyber Essentials Plus
- ISO/IEC 27001

Lot 4a. Integration

- Adherence to ISO 27001 and NCSC cloud security principles
- Compliance with UK data protection regulations
- Use of industry best practices for end user compute
- ITIL Best practises

Lot 4b. Automation

- Adherence to ISO 27001 and NCSC cloud security principles
- Compliance with UK data protection regulations (GDPR)
- Use of industry best practices for end user compute
- ITIL and automation best practices
- Use of Microsoft Purview for data classification, lineage tracking, and policy enforcement across automated workflows
- Integration with Power Platform and Azure services to ensure data governance is embedded in automation design

Lot 5. Digital Workspace & Collaboration

- Adherence to ISO 27001 and NCSC cloud security principles
- Compliance with UK data protection regulations
- Use of industry best practices for end user compute

Lot 6. Networks, Compute & Cloud Hosting

- ISO 27001, NCSC Cloud Security Principles, Cyber Essentials Plus
- UK Data Protection legislation including GDPR
- Southern Water's internal IT governance frameworks
- Industry-standard best practices (e.g., TOGAF, ITIL, DevSecOps and relevant Azure certifications)

Lot 7. InfoSec & Cyber Security Services

- ISO/IEC 27001:2022
- NIS/CAF Compliance

- ISE/IEC 62443

Lot 8. Site Based OT

- Health & Safety – CDM / ISO / EUSR
- Industrial Standards – IEC 62443 / IEC 61131/ ISA95
- Quality Management
- Electrical Standards – NIC / WIMES
- Compliance with all relevant UK regulation
- Use of industry best practices ICS systems, network and infrastructure security
- SWS MED and standard compliance of solutions

Lot 9. Managed Services

- Adherence to ISO 27001 and relevant security principles
- Compliance with UK data protection regulations
- Compliance with relevant Southern Water policy and wider legislation
- Use of industry best practices e.g.
 - o PM: Prince2, MSP etc
 - o Agile: SAFe, SCRUM, Kanban
 - o BA: BCS, IIBA
 - o SA: TOGAF, SABSA, UML
 - o T&QA: ISO, IEEE

Particular suitability

Lot 1. Customer & Corporate

Lot 2. Wholesale

Lot 3. Data & Analytics & AI

Lot 4a. Integration

Lot 4b. Automation

Lot 5. Digital Workspace & Collaboration

Lot 6. Networks, Compute & Cloud Hosting

Lot 7. InfoSec & Cyber Security Services

Lot 8. Site Based OT

Lot 9. Managed Services

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

30 January 2026, 11:59pm

Submission type

Tenders

Tender submission deadline

26 February 2026, 11:59pm

Submission address and any special instructions

The procurement documents are available for unrestricted and full direct access, free of charge, at

southernwater.ukp.app.jaggaer.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://southernwater.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

If you are interested in bidding for this tender, please be aware that you will need to have registered on the central digital platform before you will be able to bid. This will require you to complete some information and then you will be provided with a unique identifier. For more information on how to register, please follow the below link:

how to register on the CDP

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

11 June 2026

Award criteria

Lot 1. Customer & Corporate**Lot 2. Wholesale****Lot 4a. Integration****Lot 4b. Automation****Lot 5. Digital Workspace & Collaboration****Lot 6. Networks, Compute & Cloud Hosting****Lot 7. InfoSec & Cyber Security Services****Lot 8. Site Based OT****Lot 9. Managed Services**

| Name | Type | Weighting |
|------------|---------|-----------|
| Technical | Quality | 70% |
| Commercial | Cost | 30% |

Lot 3. Data & Analytics & AI

| Name | Type | Weighting |
|------------|---------|-----------|
| Techncial | Quality | 70% |
| Commercial | Cost | 30% |

Other information**Payment terms**

60 days

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

There will be a single PQQ that will qualify Tenderers into the ITT stage. Tenderers must indicate in the PQQ all Lots they are bidding on. Suppliers can bid on multiple Lots relevant to their capabilities up to a maximum of 3 Lots.

Documents

Documents to be provided after the tender notice

Documents for the ITT Stage will be provided via the Jaggaer Sourcing platform to suppliers who are downselected for this stage.

Contracting authority

Southern Water Services Limited

- Public Procurement Organisation Number: PBJQ-2231-ZRPG

Southern Water, Southern House

Worthing

Bn13 3NX

United Kingdom

Email: Graham.Knight@southernwater.co.uk

Website: <http://www.southernwater.co.uk>

Region: UKJ27 - West Sussex (South West)

Organisation type: Private utility