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Tender

Technology Services Partner Framework (TSPF)

Southern Water Services Limited

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

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Changes to notice

This notice has been edited. The [previous version](#) is still available.

Scope

Reference

Prj_7032

Description

The objective of the tender is to select service partners who are capable of providing services for each Lot, 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 Partner 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 Service Partners 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 Technology Services 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 Technology Services Partners. We would like to select and work with suppliers, who have deep capabilities in particular areas and domain expertise.

Suppliers must bid on all Lots.

Commercial tool

Establishes a framework

Total value (estimated)

- £280,000,000 excluding VAT
- £336,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 3 July 2026 to 2 July 2030
- Possible extension to 2 July 2034
- 8 years

Description of possible extension:

Southern Water expect the Framework to be in effect for an initial 4-year term, with the option of extension for a further 4-year term.

The circumstances in which this extension would be utilised is to be determined by SW.

Main procurement category

Services

CPV classifications

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

Lot 1. Customer & Corporate

Description

SWS seek strategic partners to deliver end-to-end digital services across Customer & Corporate functions, supporting major transformation programmes and resilient run services. Requires broad capability across SAP, ServiceNow, web channels and integrations, with capacity to drive innovation, automation and large-scale delivery for 4.7+ million customers.

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 strategic partners to deliver end-to-end digital and OT-aligned services across

Wholesale operations, supporting major transformation in asset, network and field service management. Requires broad capability across Maximo, ArcGIS, PI, ThingWorx and operational systems to modernise legacy estates, enable smart networks, strengthen operational control, and deliver resilient run services that support mission-critical water and wastewater operations.

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 strategic partners to drive enterprise-wide data, analytics and AI transformation, delivering at scale across platforms such as Databricks, Azure, Power BI, Qlik and SAP BI. Requires broad capability to modernise legacy estates, engineer robust pipelines, uplift governance, embed advanced analytics and AI/ML, and enable a unified, secure, self-service data environment powering decision-making across the whole organisation.

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 4. Integration & Automation

Description

SWS seek strategic partners to modernise and operate Southern Water's enterprise-scale integration and automation landscape, spanning WebMethods, SAP PI/PO, API management, geospatial integration (FME) and emerging RPA technologies. This lot requires broad capability to deliver cloud-based integration platforms, microservices, secure APIs, automation at scale, and end-to-end integration services, reducing technical debt, improving interoperability, accelerating time-to-market and enabling a robust, secure, automated digital ecosystem across the organisation.

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 5. Digital Workspace & Collaboration

Description

SWS seek strategic partners to deliver and modernise Southern Water's end-to-end digital workplace ecosystem - spanning Microsoft 365, Windows 11, SharePoint, endpoint management, hybrid meeting solutions, ruggedised devices, virtual desktop platforms and enterprise-grade collaboration services. This lot demands broad, multi-discipline capability to drive large-scale transformation, uplift security and resilience, retire technical debt, and provide unified hybrid workplace experiences across head office, remote sites and field engineering teams.

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 strategic partners to deliver and modernise Southern Water's end-to-end hybrid infrastructure, spanning networks, private cloud, public cloud, hosting, security and observability. This lot requires broad, enterprise-scale capability to transform and operate VMware-based SDDCs, Azure workloads, Cisco-centric networks, firewalls, storage, backup platforms and OT-adjacent infrastructure—driving cloud adoption, Zero Trust networking, resilience uplift, automation, and large-scale modernisation across IT and OT estates.

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 strategic partners to strengthen and operate Southern Water's end-to-end cyber capability across IT and OT. This includes large-scale support for SOC services, threat intelligence, vulnerability management, security architecture, security assurance, NIS/ISO27001 compliance uplift, and resilience improvements. The partner must bring broad capability to embed secure-by-design practices, modernise controls, scale governance, and support both corporate and OT cyber transformation programmes over AMP8.

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.

Framework

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 4. Integration & Automation

- 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 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

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

Name	Type	Weighting
Technical	Quality	70%
Commercial	Cost	30%

Lot 2. Wholesale

Lot 3. Data Analytics & AI

Lot 4. Integration & Automation

Lot 5. Digital Workspace & Collaboration

Lot 7. InfoSec & Cyber Security Services

Name	Type	Weighting
Technical	Quality	70%
Commercial	Cost	30%

Lot 6. Networks, Compute & Cloud Hosting

Name	Type	Weighting
Technical	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. Tenderes must bid for all 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