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Award

Debt Management System Replacement

THAMES WATER UTILITIES LIMITED

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004352

Procurement identifier (OCID): ocds-h6vhtk-055c64 ([view related notices](#))

Published 19 January 2026, 1:35pm

Scope

Reference

TC2261

Description

Thames Water intends to award an Agreement for the provision of a new Debt Management SaaS solution, as well as the Implementation and System Integration work associated with it. The Software Provider may wish to submit a bid in collaboration with a System Integrator, however Thames Water expects to sign one contract upon completion of this tender exercise under which the Supplier takes accountability for the provision of the Software licenses and the successful implementation of the system within Thames Water's environment.

Contract 1. TC2261 Debt Management System Replacement

Supplier

- QUALCO (UK) LIMITED

Contract value

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

Above the relevant threshold

Award decision date

19 January 2026

Date assessment summaries were sent to tenderers

19 January 2026

Standstill period

- End: 28 January 2026
- 8 working days

Earliest date the contract will be signed

2 February 2026

Contract dates (estimated)

- 16 February 2026 to 16 February 2029
- Possible extension to 16 February 2031
- 5 years, 1 day

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 5 years.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

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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.

CPV classifications

- 48000000 - Software package and information systems
- 72263000 - Software implementation services

Contract locations

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

Submission

Submission type

Requests to participate

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Supplier

QUALCO (UK) LIMITED

- Companies House: 08098859
- Public Procurement Organisation Number: PRJT-2632-QPND

15 Westferry Circus

London

E14 4HD

United Kingdom

Email: sales@qualco.co.uk

Website: <https://www.qualco.co.uk>

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. TC2261 Debt Management System Replacement

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