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Contract

Market Research & Insights

THAMES WATER UTILITIES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-007034

Procurement identifier (OCID): ocids-h6vhtk-03e458

Published 5 March 2024, 2:19pm

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

Contact

Thames Water

Email

procurement.support CENTRE@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

02366661

Internet address(es)

Main address

<https://www.thameswater.co.uk/>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Market Research & Insights

Reference number

FA1979

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

Thames Water wants to appoint a panel of Companies that can provide Market Research & Customer insights services to Thames Water, these insights will be used by Thames Water to influence business decisions. Successful bidders will form an approved panel and will have the opportunity to complete a variety of works over the contract duration.

Thames Water makes no commitment to the contract value as these will vary year on year, and most works will be awarded following mini-competitions amongst panel members.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 73000000 - Research and development services and related consultancy services
- 79300000 - Market and economic research; polling and statistics

II.2.3) Place of performance

NUTS codes

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

Main site or place of performance

Whole of Thames Water Region

II.2.4) Description of the procurement

Thames Water wants to appoint a panel of Companies that can provide Market Research & Customer insights services to Thames Water, these insights will be used by Thames Water to influence business decisions. Successful bidders will form an approved panel and will have the opportunity to complete a variety of works over the contract duration.

Work will be mini-competed between awarded bidders.

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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 000-021143](#)

Section V. Award of contract

Contract No

FA1979

Title

Market Research & Insights

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 February 2024

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

Verve Partners Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

6663787

The contractor is an SME

No

Section V. Award of contract

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20 February 2024

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

QA Research Ltd., trading as Qa Research

York

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

Companies House

3186539

The contractor is an SME

No

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V.2.3) Name and address of the contractor

Watermelon Research Limited

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

7917715

The contractor is an SME

No

Section V. Award of contract

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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

ICS Consulting Ltd

Leeds

Country

United Kingdom

NUTS code

- UKC - North East (England)

Companies House

4092342

The contractor is an SME

No

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V.2.3) Name and address of the contractor

Yonder Consulting

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

4153928

The contractor is an SME

No

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V.2.3) Name and address of the contractor

SYSTRA Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

3383212

The contractor is an SME

No

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V.2.3) Name and address of the contractor

Thinks Insight & Strategy

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

7291125

The contractor is an SME

No

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

V.2.3) Name and address of the contractor

Accent Marketing and Research

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

2231083

The contractor is an SME

No

Section VI. Complementary information

VI.3) Additional information

**** Please note, this is a Contract Award Notice ****

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Limited

Reading

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).