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Planning

Tender for the Establishment and Management of Water Industry Consumer Panels in England and Wales

Consumer Council for Water

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016754

Procurement identifier (OCID): ocds-h6vhtk-0506ed ([view related notices](#))

Published 24 April 2025, 12:25pm

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Scope

Reference

CCW25-009

Description

CCW intends to appoint one or more suppliers to establish and manage 16 independent water consumer panels across England and Wales in accordance the WSMA 2025.

These panels will consist of domestic water and wastewater consumers. They will be used to provide regular feedback on the performance of water companies and other issues of concern to domestic water industry consumers such as value for money, billing, environmental concerns and support for vulnerable domestic consumers.

This procurement will establish a reliable and flexible mechanism for capturing lived

customer experience in conformity with CCW's statutory obligations under the Water Industry Act 1991 as amended by the Water Act 2003.

The successful supplier will be required to:

Recruit and manage panel members from diverse demographic and geographical backgrounds

Design and facilitate customer engagement activities which will primarily be through surveys but may evolve to focus groups, interviews, workshops and surveys

Run accountability sessions (and the necessary briefing for consumers ahead of these sessions)

Analyse and report findings in a format that drives the necessary changes that water companies need to implement leading to better outcomes for water consumers

Work collaboratively with CCW to ensure high-quality, independent and ethical engagement practices are followed

Deliver outputs on a specified regular basis in accordance with a defined program of engagement throughout the term of the contract.

Total value (estimated)

- £7,903,000 excluding VAT
- £987,875,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2025 to 31 August 2029
- 4 years

Main procurement category

Services

CPV classifications

- 73000000 - Research and development services and related consultancy services
- 79310000 - Market research services
- 98000000 - Other community, social and personal services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

5 June 2025

Submission type

Tenders

Tender submission deadline

19 June 2025, 11:59pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

31 August 2025

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

This notice is published in accordance with Section 15 of the Procurement Act 2023 to alert the market to a forthcoming procurement. It does not constitute a call for competition.

Interested suppliers are encouraged to monitor Find a Tender (Central Digital Platform) and/or Bravo Solutions e-tendering portal (<https://public.bravosolution.co.uk/esop/guest/login.do>) for the publication of the formal Tender Notice.

This tender will be a multi-stage procurement exercise employing the Competitive Flexible Procedure provided for in S.20(2)(b) Procurement Act 2023. CCW finds this the most proportionate procedure with regard to the nature, complexity and cost of this contract S.20(3) Procurement Act 2023.

CCW reserves the right to exercise its prerogative with respect to limiting the numbers of bidders invited to the ITT and Presentation stages of this tender in accordance with S.20(4)(a) and S.20(5)(b) Procurement Act 2023. The bidders who will proceed to the ITT stage will be determined by the scores achieved by each bidder in Part 3 of the Procurement Standard Questionnaire. The bidders who will be invited to the Presentation stage will be determined by the scores achieved by each bidder at ITT stage.

The exact number of bidders who will be invited to the ITT stage will be stated in the tender documents as will the weightings applied to each criterion within the Part 3 Procurement Standard Questionnaire evaluation.

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Contracting authority

Consumer Council for Water

- Public Procurement Organisation Number: PCLM-3677-JYML

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Website: <http://www.ccw.org.uk>

Region: UKG31 - Birmingham

Organisation type: Public authority - central government