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Contract

Realtime Customer Contact

ANGLIAN WATER SERVICES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2025/S 000-020201

Procurement identifier (OCID): ocds-h6vhtk-04a35e

Published 9 May 2025, 4:34pm

Section I: Contracting entity

I.1) Name and addresses

ANGLIAN WATER SERVICES LIMITED

Lancaster House Lancaster Way

Huntingdon

PE296XU

Contact

Rebecca Longman

Email

rlongman@anglianwater.co.uk

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Companies House

2366656

Internet address(es)

Main address

<https://anglianwater.co.uk>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Realtime Customer Contact

Reference number

PA 2024 1161

II.1.2) Main CPV code

- 75100000 - Administration services

II.1.3) Type of contract

Services

II.1.4) Short description

Anglian Water Services Ltd (Anglian Water) is undertaking a Procurement Exercise to assess Bidders for the provision of Real time customer contact and associated activities to improve resilience and adapt to technological changes as set out in the specification and draft contract documentation.

The scope will cover a proportion of inbound telephony channels and outbound dialler (in addition WhatsApp and Live chat) negating the need for onshore resource post 4pm weekdays and during weekends. All workstreams contained within the contract will require judgement based thinking at different levels of complexity.

For further information regarding this sourcing event please refer to the Bidder RFI/RFP Guidance document that is attached to the scanmarket event.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75100000 - Administration services

II.2.3) Place of performance

NUTS codes

- UKH - East of England

Main site or place of performance

This contract is not restricted to being performed in the East of England

II.2.4) Description of the procurement

As per the Short description in section II.1.4 and for further detail please see the Bidder

RFI/RFP Guidance Doc

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: [2024/S 000-030889](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 April 2025

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Anglian Water Services

Huntingdon

Country

United Kingdom