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Tender

## Market Research & Insights

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-021143

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

Published 21 July 2023, 2:48pm

The closing date and time has been changed to:

**14 August 2023, 12:00pm**

See the [change notice](#).

## Section I: Contracting entity

### I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

### Contact

Thames Water

### Email

[procurement.supportcentre@thameswater.co.uk](mailto:procurement.supportcentre@thameswater.co.uk)

**Country**

United Kingdom

**Region code**

UKJ11 - Berkshire

**Companies House**

02366661

**Internet address(es)**

Main address

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

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Water

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## **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.1.5) Estimated total value**

Value excluding VAT: £6,600,000

#### **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.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £6,600,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

96

This contract is subject to renewal

Yes

## Description of renewals

Contracts have an initial duration of 3 years, with options to extend annually up to a maximum overall term of 8 years

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 30

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

## Description of options

Any agreement awarded would be for an initial duration of 3 years, with options to extend annually up to a maximum overall term of 8 years

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Selection criteria as stated in the procurement documents

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.4) Objective rules and criteria for participation**

List and brief description of rules and criteria

As detailed in section VI.3 and PQQ

#### **III.1.6) Deposits and guarantees required**

Bonds and/or parent company guarantees of performance and financial standing may be required

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Specified in Invitation to Negotiate Document

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Consortia may be required to form a legal entity prior to award

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

#### **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.2.2) Time limit for receipt of tenders or requests to participate**

Originally published as:

Date

14 August 2024

Local time

12:00pm

Changed to:

Date

14 August 2023

Local time

12:00pm

See the [change notice](#).

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

All suppliers who wish to respond to this contract notice must request a pre-qualification questionnaire (PQQ) by using the web link in

Section I.3 ([www.thameswater.co.uk/procurement](http://www.thameswater.co.uk/procurement))

From your response to the link in Section I.3 or above, Thames Water's Procurement Support Centre will send you an email providing login details for our eSourcing system (i.e. IASTA Smartsource). To complete the PQQ you will need to login to IASTA Smartsource.

If the project requires it, you will receive an additional and separate survey to complete for Data Protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure.

### **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).