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Planning

## **PRO004262-Services-Framework-Revenue Assurance Activities**

United Utilities Water Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-025610

Procurement identifier (OCID): ocds-h6vhtk-02eb77

Published 13 October 2021, 4:08pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

#### **Contact**

Neil Gray

#### **Email**

[Neil.gray@uuplc.co.uk](mailto:Neil.gray@uuplc.co.uk)

#### **Telephone**

+44 835596910

**Country**

United Kingdom

**NUTS code**

UKD - North West (England)

**National registration number**

02366678

**Internet address(es)**

Main address

<http://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

**I.3) Communication**

Additional information can be obtained from 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**

PRO004262-Services-Framework-Revenue Assurance Activities

Reference number

PRO004262

#### **II.1.2) Main CPV code**

- 72314000 - Data collection and collation services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Scope of this proposed service framework is to provide revenue assurance services. Working with the team at UU you will be responsible for providing data services and solutions that will facilitate industry leading billing and data integrity processes for the management of UU customer accounts. The successful delivery partner will be required to demonstrate proven experience in data led decisions utilising multiple data sources including Credit Reference Agencies data and provide evidence of continuous improvement and innovation using industry leading techniques to assure the data provided and maximise client benefit.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 72314000 - Data collection and collation services

#### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

#### **II.2.4) Description of the procurement**

United Utilities is currently reviewing their strategy for the Revenue Assurance Activities. By undertaking pre market research, the Company can then evaluate the current market capability and identify whether it is commercially viable to put in place multi supplier and multi lot arrangements if market capabilities vary.

The scope of the delivery of this service will include but is not limited to the following areas;

- Missing meters
- Cleanse and Append
- Residency Validation
- GAP sites
- VOID management
- Properties with zero consumption
- System anomaly management
- Mover alerts and early insight on home movers
- Ad hoc projects pertaining to integrity of billing data and revenue assurance

#### **II.2.14) Additional information**

This PIN is a request for information only at this stage. A future procurement is planned and we currently estimate a Contract Notice will be published in March 2022.

#### **II.3) Estimated date of publication of contract notice**

8 March 2022

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## **Section IV. Procedure**

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

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section VI. Complementary information**

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

Instructions for response can be found by selecting event ID 46493 from the list of events found at the link below:

<https://uk.eu-supply.com/ctm/supplier/publictenders?B=UNITEDUTILITIES>

If you are not registered on Merrell EU Supply, please refer to the New Supplier Registration guide which has been uploaded onto the event. Respondents are asked to complete and return the response sheet and direct all questions via Merrell EU Supply.

Response deadline (UK time): 29/10/2021 17:00