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Planning

AI in Customer Service and Central Control

YORKSHIRE WATER SERVICES LIMITED

UK2: Preliminary market engagement notice - Procurement Act 2023 - view information about notice types

Notice identifier: 2025/S 000-027027
Procurement identifier (OCID): ocds-h6vhtk-0524ba
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Scope

Reference

CM3224

Description

As part of a wider digital transformation agenda, Yorkshire Water is exploring the role that Artificial Intelligence (AI) technologies could play in enhancing operations and improving efficiencies. This exploratory initiative is initially focused on two high-impact domains:

• Customer Service, where AI may enable greater responsiveness, efficiency, and personalisation in customer interactions.

• Central Control, where AI could support optimisation of operational decisions, resource management, and real-time anomaly detection.

This RFI forms the first step in identifying the range of AI-enabled capabilities currently

available in the market. This is seeking to cover both off-the-shelf software solutions and build services for bespoke AI solutions.

Total value (estimated)

- £14,000,000 excluding VAT

- £16,800,000 including VAT

Contract dates (estimated)

- 1 October 2025 to 31 March 2030

- Possible extension to 31 March 2033

- 7 years, 6 months

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems

- 72200000 - Software programming and consultancy services

- 72300000 - Data 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)

Engagement

Engagement deadline

6 June 2025

Engagement process description

Please confirm the receipt of this RFI and your intention to respond by a return email to matt.bamforth@yorkshirewater.co.uk by no later than 5pm on 6th June 2025. Yorkshire Water will then issue to you the RFI documents required for submission.

All submissions must be sent via email to matt.bamforth@yorkshirewater.co.uk - we will not be using Ariba at this stage. The deadline for submission is 5pm on Monday 9th June 2025.

Yorkshire Water intends to use the information gathered through this RFI to inform our strategic thinking and future planning regarding the role of AI technologies in our Customer Service and Central Control functions.

Following the review of responses, we may invite a select number of suppliers to participate in short, individual clarification or feedback sessions. These sessions will be recorded for internal documentation and compliance purposes, key outputs will be shared with the market at the appropriate time.

Participation in these sessions will not form part of any formal evaluation or selection process, nor does this RFI constitute the start of a procurement exercise. However, insights gained may inform the design of any future procurement approach.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Procedure

Special regime

Utilities

Contracting authority

YORKSHIRE WATER SERVICES LIMITED

- Companies House: 02366682

- Public Procurement Organisation Number: PXGT-3622-WXBQ

Western House

Bradford

BD6 2SZ

United Kingdom

Contact name: Matt Bamforth

Email: matt.bamforth@yorkshirewater.co.uk

Region: UKE41 - Bradford

Organisation type: Private utility