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Tender

## **Establishment Management and Operation of Water Industry Consumer Panels**

CCW

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-029925

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

Published 4 June 2025, 2:46pm

### **Scope**

### **Reference**

25-009

### **Description**

CCW intends to appoint a Supplier to establish, manage and operate 16 independent water company consumer panels across England and Wales. These panels will consist of household water/wastewater consumers. They will be used to provide regular feedback on the performance of water companies and other issues of concern to water consumers such as local issues, value for money, customer service and billing, environmental concerns and support for vulnerable consumers. The panels will engender an understanding of consumer's views on issues of concern to household water consumers and identify service improvements consumers want from water companies.

## **Total value (estimated)**

- £7,903,000 excluding VAT
- £9,878,750 including VAT

Above the relevant threshold

## **Contract dates (estimated)**

- 1 October 2025 to 30 September 2029
- 4 years

## **Main procurement category**

Services

## **CPV classifications**

- 73110000 - Research services

## **Contract locations**

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKC - North East (England)
- UKD - North West (England)

- UKH - East of England
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

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## **Participation**

### **Legal and financial capacity conditions of participation**

Please see PSQ

### **Technical ability conditions of participation**

Please see PSQ

### **Particular suitability**

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

### **Enquiry deadline**

11 June 2025, 5:00pm

### **Submission type**

Tenders

### **Tender submission deadline**

16 June 2025, 5:00pm

### **Submission address and any special instructions**

<https://public.bravosolution.co.uk/esop/quest/login.do>

### **Tenders may be submitted electronically**

Yes

### **Languages that may be used for submission**

English

### **Award decision date (estimated)**

14 August 2025

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## Award criteria

Name	Description	Type	Weighting
Experiences of establishing a consumer research panel	1. Please detail your experiences of establishing a consumer research panel with demographics, analysis and reporting segmented into multiple geographic areas (Provide at least 2 example projects within the last 3 years min).	Quality	33.34%
Staff Experience	2. Do you have employees on this project with experience of several research and engagement projects in water utilities over the last three years.	Quality	33.33%
Experience of managing live public dialogue	3. Experience of managing live public dialogue on complex issues, balancing the perspectives of different stakeholders.	Quality	33.33%

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## Other information

### Payment terms

Invoices to be submitted electronically with a valid purchase order number only.

### Description of risks to contract performance

Please see PSQ

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

Stage One - Procurement Specific Questionnaire published (10 days)

Stage Two - Invitation to Tender published (15 days)

Stage Three - Presentations Commence with top scorers of I.T.T (1 full day)

Stage Four - Negotiations Commence with top scorers of stage three (2 days)

## **Reduced tendering period**

Yes

Qualifying planned procurement notice - minimum 10 days

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## **Documents**

### **Documents to be provided after the tender notice**

These will be published in future rounds of the procuremnet via the Bravo portal.

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## **Contracting authority**

### **CCW**

- Public Procurement Organisation Number: PCLM-3677-JYML

23 Stephenson Street

Birmingham

B2 4BH

United Kingdom

Contact name: Chris Tate

Email: [Procurement@ccwater.org.uk](mailto:Procurement@ccwater.org.uk)

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

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government