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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

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)

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/guest/login.do>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

14 August 2025

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 dialogu	3. Experience of managing live public dialogue on complex issues, balancing the perspectives of different stakeholders.	Quality	33.33%

Other information

Payment terms

Invoices to be submmitted electonically with a valid purcjase order number only.

Description of risks to contract performance

Pleasee see PSQ

Conflicts assessment prepared/revised

Yes

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

Documents

Documents to be provided after the tender notice

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

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

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

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government