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Tender

PRO004561 - Revenue Assurance Services

United Utilities Water Limited

F05: Contract notice – utilities

Notice identifier: 2022/S 000-033239

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

Published 23 November 2022, 1:52pm

Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Oliver Marsden

Email

Oliver.Marsden@uuplc.co.uk

Country

United Kingdom

Region code

UKD - North West (England)

National registration number

02366678

Internet address(es)

Main address

<https://www.unitedutilities.com>

Buyer's address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=56449&B=UNITEDUTILITIES

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=56449&B=UNITEDUTILITIES

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

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PRO004561 - Revenue Assurance Services

Reference number

PRO004561

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 purpose of this tender is to enter into a Framework Agreement with a number of Revenue Assurance Service providers. Working with the team at U UW, Suppliers will be responsible for providing data for Revenue Assurance Services, facilitating an industry leading solution design for processing customer data. The Revenue Assurance framework will principally enable U UW to work with a number of key Suppliers on Revenue Assurance projects. There are a number of current initiatives that would need to be supported along with any new ad-hoc initiatives that U UW wish to explore. Suppliers would also be requested to provide on a quarterly basis details on new initiatives and innovation that may be of interest to U UW within the scope of the Framework.

II.1.5) Estimated total value

Value excluding VAT: £11,661,668

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

PRO004561 - Revenue Assurance Services

Lot No

1

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

Provide routine, Cleanse and Append and Residency Validation Services.

Provide up to date market innovation in the Cleanse and Append and Residency Validation area to enable continuously improving processing of data to optimise results.

- The processing of residential records to validate and improve the accuracy of core customer data. For individuals this includes correcting customer's names, addresses, dates of birth, and contact information.
- Address matching using the providers own data sources to validate the customer address
- Return of enriched data for processing to the billing system to update customer accounts.
- Other applicable Cleanse and Append Services

Cleanse and Append General Assumptions

- Only domestic customers will be included in the data cleanse and append activities
- Only name and date of birth will be cleansed via the one off / cyclical cleanse and append solution
- We may require the de-duplicating of records in the processing

- Both 'Primary' and 'Associate' customers flagged as 'show on bill' will be subject to cleanse and append activities
- To mitigate any adverse customer service impacts as a result of enrichment to U UW core data supplier's solutions must include sufficient logic to determine high confidence matches.
- Supplier solutions need to be configurable to reflect any specific U UW business rules where data conflicts may be presented as a result of matching routines

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: £5,830,844

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

Option to extend

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

PRO004561 - Revenue Assurance Services

Lot No

2

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

Provide ad-hoc Occupier Identification (Void Management) Services as required.

Provide additional ad-hoc Revenue Assurance Services as required.

The processing of all void properties to establish an occupier, so that these occupants can be contacted and billed for the charges at that property. The provider should be able to accurately identify who is occupying a given address using a range of their own data sources. All potential occupiers should be scored with a single occupier returned to U UW along with a rating, so U UW has confidence to contact the customer.

As per published Scope of Services,

II.2.5) Award criteria

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II.2.6) Estimated value

Value excluding VAT: £5,830,844

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

Option to Extend

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

Envisaged number of candidates: 4

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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

Please refer to 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

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

Envisaged maximum number of participants to the framework agreement: 4

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-025610](#)

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

Date

23 December 2022

Local time

3:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

High Court of England & Wales

City of Westminster

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

United Utilities

Lingley Mere Business Park

Warrington

WA5 3LP

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

United Utilities

Lingley Mere Business Park

Warrington

WA5 3LP

Country

United Kingdom