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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](mailto: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](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](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

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## **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**

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.2.9) 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

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## **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