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Contract

PRO004561 - Revenue Assurance Services

United Utilities Water Limited

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-035918

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

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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.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.1.6) Information about lots

This contract is divided into lots: Yes

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.2.11) 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.2.11) 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 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

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: [2022/S 000-033239](#)

Section V. Award of contract

Contract No

1

Title

PRO004561 - Revenue Assurance Services - Lot 1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2023

Section V. Award of contract

Title

PRO004561 - Revenue Assurance Services - Lot 2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2023

Section V. Award of contract

Title

PRO004561 - Revenue Assurance Services - Lot 2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2023

Section VI. Complementary information

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

