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Tender

Debt Management System Replacement

THAMES WATER UTILITIES LIMITED

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

Notice identifier: 2025/S 000-038751

Procurement identifier (OCID): ocds-h6vhtk-055c64

Published 9 July 2025, 5:21pm

Scope

Reference

TC2261

Description

Thames Water intends to award an Agreement for the provision of a new Debt Management SaaS solution, as well as the Implementation and System Integration work associated with it. The Software Provider may wish to submit a bid in collaboration with a System Integrator, however Thames Water expects to sign one contract upon completion of this tender exercise under which the Supplier takes accountability for the provision of the Software licenses and the successful implementation of the system within Thames Water's environment.

Total value (estimated)

- £0 excluding VAT

- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 10 November 2025 to 9 November 2028
- Possible extension to 9 November 2030
- 5 years

Description of possible extension:

Thames Water envisages that the contract will be awarded for an initial term of 3 years with options to extend by 1 year or longer, up to a maximum overall term of 5 years.

Options

The right to additional purchases while the contract is valid.

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The full scope of the services to be provided and any options that may be considered throughout the term of the agreement, is set out in the Specification issued within the Invitation to Negotiate (ITN) document.

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems

- 72263000 - Software implementation services

Contract locations

- UKI - London
- UKJ - South East (England)

Submission

Submission type

Requests to participate

Deadline for requests to participate

4 August 2025, 10:00am

Submission address and any special instructions

To gain access for this procurement exercise, please click on the link below, and provided the requested details. You will then be given access.

<https://forms.office.com/e/tUAE40JePP>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

24 October 2025

Award criteria

Name	Description	Type	Weighting
Technical	Each proposals will be evaluated against a host of Functional and Non-Functional Requirements, which will be used to assess the functionality of the proposal. The full breakdown of the evaluation criteria and weightings will be included in the tender documentation.	Quality	70%
Commercial	Price is not the only award criterion; however, it will play an important part in evaluating the proposals. The full breakdown of the evaluation criteria and weightings will be included in the tender documentation.	Cost	30%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

Suppliers' PSQ submissions will be scored and shortlisted in accordance with the criteria set out within the PSQ documentation, and the suppliers that are shortlisted will be invited to submit a proposal in response to the ITN.

After tenders have been submitted, evaluated, and negotiated, the successful supplier will be awarded according to the percentage weightings and criteria set out in the ITN Process document. Full details of the process that will be followed are provided within the PSQ and ITN documents.

Contracting authority

THAMES WATER UTILITIES LIMITED

- Companies House: 02366661
- Public Procurement Organisation Number: PNQQ-4647-DTCV

Clearwater Court

Reading

RG1 8DB

United Kingdom

Email: procurement.supportcentre@thameswater.co.uk

Website: <https://www.thameswater.co.uk/>

Region: UKJ11 - Berkshire

Organisation type: Private utility