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Tender

## **PRO004931-Services-Contract-Contact Centre Resourcing**

UNITED UTILITIES WATER LIMITED

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

Notice identifier: 2025/S 000-048140

Procurement identifier (OCID): ocds-h6vhtk-05866e

Published 12 August 2025, 3:55pm

### **Scope**

### **Description**

United Utilities, supported by The Knowledge Group, is seeking to appoint a specialist vendor to deliver end-to-end contact centre services. These services will be to support the United Utilities in house team.

Refer to the tender documents made available through the Maistro system via The Knowledge Group:

<https://portal.maistro.com/expressions-of-interest/3cf08d86-ce5d-46cb-998f-1fbaed644b4a>

### **Commercial tool**

Establishes a framework

### **Total value (estimated)**

- £6,600,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 17 November 2025 to 16 November 2028
- 3 years

### **Main procurement category**

Services

### **CPV classifications**

- 79510000 - Telephone-answering services

### **Contract locations**

- UKD - North West (England)

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## **Framework**

### **Maximum number of suppliers**

1

### **Maximum percentage fee charged to suppliers**

0%

## **Framework operation description**

Please refer to the tender document pack made available on the Maistro platform.

<https://portal.maistro.com/expressions-of-interest/3cf08d86-ce5d-46cb-998f-1fbaed644b4a>

## **Award method when using the framework**

Without competition

## **Contracting authorities that may use the framework**

Establishing party only

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Submission type**

Tenders

## Tender submission deadline

8 September 2025, 11:59pm

## Submission address and any special instructions

<https://portal.maistro.com/expressions-of-interest/3cf08d86-ce5d-46cb-998f-1fbaed644b4a>

## Tenders may be submitted electronically

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

4 November 2025

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## Award criteria

Name	Type	Weighting
Technical	Quality	60%
Commercial	Price	40%

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## Other information

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Special regime**

Utilities

### **Competitive flexible procedure description**

Participation stage assessment will identify those shortlisted to Tendering Stage. The Tendering Stage may include timescales for negotiation and clarifications, bidder presentations and meetings, and best and final offer. Please refer to the tender timetable for further information.

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## **Documents**

### **Associated tender documents**

<https://portal.maistro.com/expression-of-interest/3cf08d86-ce5d-46cb-998f-1fbaed644b4a>

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## **Contracting authority**

### **UNITED UTILITIES WATER LIMITED**

- Companies House: 02366678
- Public Procurement Organisation Number: PVVB-5589-BWHX

Haweswater House, Lingley Green Avenue

Great Sankey

WA5 3LP

United Kingdom

Email: [Commercialapprovalsboard@uuplc.co.uk](mailto:Commercialapprovalsboard@uuplc.co.uk)

Region: UKD61 - Warrington

Organisation type: Private utility

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## **Other organisation**

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### **THE KNOWLEDGE GROUP SERVICES LIMITED**

Summary of their role in this procurement: Procurement and advisory partner

- Companies House: 12968507
- Public Procurement Organisation Number: PXGQ-7837-WNBZ

Rowan House North 1 The Professional Quarter

Shrewsbury

SY2 6LG

United Kingdom

Email: [JoelW@WeLoveToKnow.com](mailto:JoelW@WeLoveToKnow.com)

Region: UKG22 - Shropshire CC

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## Contact organisation

Contact THE KNOWLEDGE GROUP SERVICES LIMITED for any enquiries.