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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 ([view related notices](#))

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/expression-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)

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/expression-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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Submission type

Tenders

Tender submission deadline

8 September 2025, 11:59pm

Submission address and any special instructions

<https://portal.maistro.com/expression-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

Award criteria

Name	Type	Weighting
Technical	Quality	60%
Commercial	Price	40%

Other information

Conflicts assessment prepared/revised

Yes

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.

Documents

Associated tender documents

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

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

Region: UKD61 - Warrington

Organisation type: Private utility

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

Region: UKG22 - Shropshire CC

Contact organisation

Contact THE KNOWLEDGE GROUP SERVICES LIMITED for any enquiries.