

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/050570-2025>

Planning

## **Collection & Recovery Services**

Southern Water Services Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-050570

Procurement identifier (OCID): ocids-h6vhtk-058c38

Published 21 August 2025, 2:52pm

### **Scope**

### **Reference**

Prj\_7596

### **Description**

We are seeking to establish a new Collections & Recovery Services Framework that supports a redesigned operating model. This framework will be flexible, scalable, and adaptable, enabling innovation and continuous improvement in line with evolving business needs.

The procurement will be conducted in full compliance with the Procurement Act 2023, and aims to deliver:

Cost efficiency and value for money

Enhanced recovery outcomes

Improved customer experience

The new approach will modernise our debt recovery strategy by:

Introducing early-stage digital collection solutions to reduce default rates

Enabling proactive customer engagement earlier in the recovery journey

Maximising return on investment (ROI) through smarter, data-driven interventions

Suppliers will be expected to demonstrate capability in delivering effective, customer-centric recovery solutions that align with our strategic goals and regulatory obligations.

## **Commercial tool**

Establishes a framework

## **Contract dates (estimated)**

- 1 December 2026 to 1 December 2030
- Possible extension to 1 December 2032
- 6 years, 1 day

## **Main procurement category**

Services

## **CPV classifications**

- 79940000 - Collection agency services

## **Contract locations**

- UK - United Kingdom

---

## **Engagement**

### **Engagement deadline**

15 September 2025

### **Engagement process description**

As part of this procurement, we will undertake a pre-tender engagement process to ensure the market is well-informed and aligned with our objectives. This process is designed to:

Raise awareness of the upcoming procurement opportunity

Share early insights into the scope, requirements, and strategic goals of the framework

Invite feedback from suppliers to help shape the final specification and approach

Encourage innovation and market readiness by outlining our expectations around flexibility, digital capability, and customer-centric recovery models

Engagement activities may include:

Market notice publication

Supplier information sessions or webinars

Request for Information (RFI) or Prior Information Notice (PIN)

One-to-one discussions or soft market testing

This process is compliant with the Procurement Act 2023 and aims to foster a competitive, transparent, and collaborative environment that supports the successful delivery of the new Collections & Recovery Framework.

---

## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

---

## **Submission**

### **Publication date of tender notice (estimated)**

17 November 2025

---

## **Procedure**

### **Special regime**

Utilities

---

## **Contracting authority**

**Southern Water Services Limited**

- Public Procurement Organisation Number: PBJQ-2231-ZRPG

Southern Water, Southern House

Worthing

Bn13 3NX

United Kingdom

Contact name: Tom Daniels

Telephone: 07526 977201

Email: [tom.daniels@southernwater.co.uk](mailto:tom.daniels@southernwater.co.uk)

Website: <http://www.southernwater.co.uk>

Region: UKJ27 - West Sussex (South West)

Organisation type: Private utility