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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): ocds-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

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Region: UKJ27 - West Sussex (South West)

Organisation type: Private utility