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Award

Establishment Management and Operation of Water Industry Consumer Panels

Consumer Council for Water

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-057800

Procurement identifier (OCID): ocds-h6vhtk-0506ed ([view related notices](#))

Published 18 September 2025, 3:27pm

Scope

Reference

25-010

Description

CCW intends to appoint a Supplier to establish, manage and operate 16 independent water company consumer panels across England and Wales. These panels will consist of household water/wastewater consumers. They will be used to provide regular feedback on the performance of water companies and other issues of concern to water consumers such as local issues, value for money, customer service and billing, environmental concerns and support for vulnerable consumers. The panels will engender an understanding of consumer's views on issues of concern to household water consumers and identify service improvements consumers want from water companies.

Contract 1. ESTABLISHMENT MANAGEMENT AND OPERATION OF WATER INDUSTRY CONSUMER PANELS

Supplier

- TAYLOR MCKENZIE RESEARCH & MARKETING LTD.

Contract value

- £799,132 excluding VAT
- £998,956 including VAT

Above the relevant threshold

Award decision date

1 September 2025

Date assessment summaries were sent to tenderers

18 September 2025

Standstill period

- End: 29 September 2025
- 8 working days

Earliest date the contract will be signed

1 October 2025

Contract dates (estimated)

- 1 October 2025 to 30 September 2029
- 4 years

Main procurement category

Services

CPV classifications

- 73110000 - Research services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

- UKL - Wales

Information about tenders

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Supplier

TAYLOR MCKENZIE RESEARCH & MARKETING LTD.

- Companies House: SC210656
- Public Procurement Organisation Number: PXVG-6713-YPLT

1st Floor 82 West Nile Street

Glasgow

G1 2QH

United Kingdom

Email: tender@taylormckenzie.co.uk

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

Region: UKM82 - Glasgow City

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. ESTABLISHMENT MANAGEMENT AND OPERATION OF WATER
INDUSTRY CONSUMER PANELS

Contracting authority

Consumer Council for Water

- Public Procurement Organisation Number: PCLM-3677-JYML

23 Stephenson Street

Birmingham

B2 4BH

United Kingdom

Email: procurement@ccwater.org.uk

Region: UKG31 - Birmingham

Organisation type: Public authority - central government