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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.

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## **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

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## **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)

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## **Submission**

### **Submission type**

Tenders

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

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## 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](mailto: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

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**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](mailto:procurement@ccwater.org.uk)

Region: UKG31 - Birmingham

Organisation type: Public authority - central government