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Tender

Procurement of a Framework Agreement for Household and Non-Household Water Efficiency Audits, Retrofitting Services and Customer Engagement Services

Southern Water Services Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060514

Procurement identifier (OCID): ocds-h6vhtk-055ea9 ([view related notices](#))

Published 29 September 2025, 1:56pm

Scope

Reference

Prj_7019

Description

Southern Water is preparing to procure a single-supplier framework agreement to deliver household and non-household water efficiency audits, including the supply and installation of water-saving devices and delivery of tailored customer engagement services. The supplier will be expected to proactively identify efficiency opportunities and contribute to achieving Ofwat and regulatory water demand reduction targets.

The procurement will use a Competitive Flexible Procedure with negotiation in accordance with the Procurement Act 2023, and will follow a two-stage process, starting with a conditions of participation stage (PQQ).

Commercial tool

Establishes a framework

Total value (estimated)

- £3,292,856 including VAT

Above the relevant threshold

Contract dates (estimated)

- 23 February 2026 to 23 February 2030
- Possible extension to 23 February 2032
- 6 years, 1 day

Description of possible extension:

Optional Extension(s): +1 year (or up to +2 years), subject to performance review and evolving Regulatory landscape (e.g., Ofwat targets or PR24/PR29 impacts). This reflects:

The long-term behavioural change and infrastructure work required

The need for partnership and continuity to optimise proactive outreach and device installation

The alignment with multi-year performance commitments (e.g., AMP8/AMP9 planning cycles)

Options

The right to additional purchases while the contract is valid.

Ensuring SW are utilising digital solutions and innovations to maximise water saving potential.

Main procurement category

Services

CPV classifications

- 90713100 - Consulting services for water-supply and waste-water other than for construction
- 71314300 - Energy-efficiency consultancy services
- 90400000 - Sewage services
- 71321300 - Plumbing consultancy services
- 65100000 - Water distribution and related services

Contract locations

- UK - United Kingdom

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Framework operation description

Bidding template within ITT round includes pricing matrix for contract lines to be inserted into the final agreement to be utilised for invoicing purposes. Work awarded via PO - Direct Award against contract lines.

Award method when using the framework

Without competition

Contracting authorities that may use the framework

Establishing party only

Submission

Enquiry deadline

10 October 2025, 4:00pm

Submission type

Requests to participate

Deadline for requests to participate

29 October 2025, 4:00pm

Submission address and any special instructions

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://southernwater.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://southernwater.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

If you are interested in bidding for this tender, please be aware that you will need to have registered on the central digital platform before you will be able to bid. This will require you to complete some information and then you will be provided with a unique identifier. For more information on how to register, please follow the below link:

how to register on the CDP

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Suppliers to be invited to tender

Maximum 4 suppliers

Selection criteria:

The top four highest scoring bidders following PQQ evaluation and moderation by SME panel will be invited to Tender. Tenderers will be scored against the evaluation criteria, as

outlined in the IITT document published as part of the Tender and available to all bidders. Each question will have instructions about how to respond to the question or what evidence to upload.

Award decision date (estimated)

9 February 2026

Award criteria

Name	Description	Type
Technical Evaluation	There are six main scored sections to the ITT Technical Evaluation mapped to Southern Water's criteria themes. The ITT will test the bidders' approach and ability to provide Southern Water with a solution that meets Southern Water's requirements.	Quality
Commercial	The commercial envelope requests Tenderers to provide total cost for service as described in the Commercial bid sheet for evaluation, and a breakdown of how this cost is achieved through a pricing matrix per line / workstream.	Cost

Weighting description

50/50 Technical & Commercial split

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Competitive flexible procedure description

Two-stage Competitive Flexible Procedure, with Conditions of Participation Qualifying round, a shortlisting of bidders invited to ITT and a negotiation round

Reduced tendering period

Yes

Qualifying planned procurement notice - minimum 10 days

Documents

Documents to be provided after the tender notice

Tender pack will be published through Jaggaer and will include:

- IITT
- Contractual Document (including all schedules)
- Conflict of Interest Document
- Award Criteria
- ITT Documentation
- Commercial Bid Template
- Detailed workscope
- Policies & procedures
- Information and guidance on CDP and Procurement Act 2023

This list is not exhaustive, and further documentation may be provided within the Tender pack

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: +447526977201

Email: procurement.governance@southernwater.co.uk

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

Region: UKJ27 - West Sussex (South West)

Organisation type: Private utility