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Tender

Consumer focused smart metering journeys

CCW

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

Notice identifier: 2025/S 000-062654

Procurement identifier (OCID): ocds-h6vhtk-05a90f ([view related notices](#))

Published 6 October 2025, 6:03pm

Scope

Reference

25-012

Description

CCW wishes to appoint a market research agency to provide qualitative and potentially quantitative research services to:

Understand experiences of the household customer journey to smart metering for different household segments

Total value (estimated)

- £80,000 excluding VAT
- £100,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 11 November 2025 to 31 July 2026
- 8 months, 20 days

Main procurement category

Services

CPV classifications

- 73110000 - Research services
- 79310000 - Market research services
- 79315000 - Social research services

Contract locations

- UK - United Kingdom

Participation

Conditions of participation

Go onto the CCW public procurement site

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

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Enquiry deadline

17 October 2025, 5:00pm

Tender submission deadline

24 October 2025, 11:59pm

Submission address and any special instructions

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

Tenders may be submitted electronically

Yes

Award criteria

Name	Description	Type	Weighting
Quality Criteria	Submit a full breakdown as per the attached schedules	Quality	80%
Pricing schedule	Submit a full breakdown as per the attached schedule	Cost	20%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

CCW

- Public Procurement Organisation Number: PCLM-3677-JYML

23 Stephenson Street

Birmingham

B2 4BH

United Kingdom

Contact name: Chris Tate

Email: Procurement@ccwater.org.uk

Website: <http://www.ccw.org.uk>

Region: UKG31 - Birmingham

Organisation type: Public authority - sub-central government