

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/076056-2025>

Award

## **PRO004931-Services-Contract-Contact Centre Resources**

UNITED UTILITIES WATER LIMITED

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

Notice identifier: 2025/S 000-076056

Procurement identifier (OCID): ocds-h6vhtk-05866e ([view related notices](#))

Published 21 November 2025, 1:56pm

### **Scope**

#### **Description**

The scope is to include all provisions necessary to create additional resource and capacity to support UU's in-house contact centres. It is anticipated that there will be a consistent resource requirement throughout each contract year, with increased capacity during peak billing periods.

The objective is to appoint a specialist vendor capable of delivering high-quality, scalable, billing-related customer services across voice and, potentially, digital channels.

The agreement includes a comprehensive service proposal, covering:

- Staffing and training model
- Technology stack (IT and telephony setup)
- Governance and reporting structure
- Quality assurance approach
- Supplier readiness for mobilisation ahead of January billing peak

## **Contract 1**

### **Supplier**

- CONCENTRIX TSC UK LTD

### **Contract value**

- £6,600,000 including VAT

Above the relevant threshold

### **Award decision date**

20 November 2025

### **Date assessment summaries were sent to tenderers**

21 November 2025

### **Standstill period**

- End: 3 December 2025
- 8 working days

## **Earliest date the contract will be signed**

8 December 2025

## **Contract dates (estimated)**

- 8 December 2025 to 7 December 2026
- Possible extension to 7 December 2028
- 3 years

Description of possible extension:

Optional and discretionary extension provision is included within the contract. Service may be extended up to 2 years, with a maximum contract term of 3 years (1+1+1).

## **Main procurement category**

Services

## **CPV classifications**

- 79510000 - Telephone-answering services

## **Contract locations**

- UKD - North West (England)

---

## **Submission**

## **Submission type**

Requests to participate

---

## **Procedure**

### **Procedure type**

Competitive flexible procedure

### **Special regime**

Utilities

---

## **Supplier**

### **CONCENTRIX TSC UK LTD**

- Companies House: SC146564
- Public Procurement Organisation Number: PZYZ-1215-CQVR

1 Central Park Avenue,

Larbert

FK5 4RX

United Kingdom

Email: [simon.coulbeck@concentrix.com](mailto:simon.coulbeck@concentrix.com)

Website: <http://www.concentrix.com>

Region: UKM76 - Falkirk

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

---

## **Contracting authority**

### **UNITED UTILITIES WATER LIMITED**

- Companies House: 02366678
- Public Procurement Organisation Number: PVVB-5589-BWHX

Haweswater House, Lingley Green Avenue

Great Sankey

WA5 3LP

United Kingdom

Email: [Commercialapprovalsboard@uuplc.co.uk](mailto:Commercialapprovalsboard@uuplc.co.uk)

Region: UKD61 - Warrington

Organisation type: Private utility

---

## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### **THE KNOWLEDGE GROUP SERVICES LIMITED**

Summary of their role in this procurement: Procurement and advisory partner

- Companies House: 12968507
- Public Procurement Organisation Number: PXGQ-7837-WNBZ

Rowan House North 1 The Professional Quarter

Shrewsbury

SY2 6LG

United Kingdom

Email: [JoelW@WeLoveToKnow.com](mailto:JoelW@WeLoveToKnow.com)

Region: UKG22 - Shropshire CC

---

## **Contact organisation**

Contact UNITED UTILITIES WATER LIMITED for any enquiries.