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Contract

## **Debt Collection Services - Live Debt**

Dwr Cymru Cyfyngedig

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-002009

Procurement identifier (OCID): ocds-h6vhtk-03001b

Published 23 January 2023, 1:40pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

Dwr Cymru Cyfyngedig

Fortran Road, St Mellons

Cardiff

CF3 0LT

#### **Email**

[Joanna.Bryant@dwrcymru.com](mailto:Joanna.Bryant@dwrcymru.com)

#### **Telephone**

+44 2920740450

#### **Country**

United Kingdom

#### **Region code**

UKL - Wales

**Internet address(es)**

Main address

<https://dwrcymru-welshwater.bravosolution.co.uk>

Buyer's address

<https://dwrcymru-welshwater.bravosolution.co.uk>

**I.6) Main activity**

Water

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Debt Collection Services - Live Debt

Reference number

DCWW1427

**II.1.2) Main CPV code**

- 79940000 - Collection agency services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

DCC is seeking an agency to provide Debt Collection Services - Live Debt. The agency will specialise in retrieving money owed by DCC's customers.

DCC will send unrecovered customer debt (domestic and commercial) to the agency once internal processes have been exhausted, or where it is considered that this has the best prospect of recovery.

The agency will deliver the services and quality performance DCC requires for its customers, including identifying affordability issues, encouraging customer take-up of appropriate tariffs and commit to activity and quality performance metrics.

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £3,750,000

### **II.2) Description**

#### **II.2.1) Title**

Live Debt 1st Placement

Lot No

1

#### **II.2.2) Additional CPV code(s)**

- 79940000 - Collection agency services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

Debt Collection Services - Live Debt

#### **II.2.5) Award criteria**

Quality criterion - Name: Company Information and Staff / Weighting: 15

Quality criterion - Name: Audits & Quality Checks / Weighting: 10

Quality criterion - Name: Service / Weighting: 20

Quality criterion - Name: Performance / Weighting: 10

Quality criterion - Name: Implementation and Data Checks / Weighting: 15

Cost criterion - Name: Commission Rates / Weighting: 20

Cost criterion - Name: Rate Methodology / Weighting: 10

### **II.2.11) Information about options**

Options: Yes

Description of options

The agreement will be for an initial 3 year period with the option to extend for a further 2 years (1 year + 1 year) at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

## **II.2) Description**

### **II.2.1) Title**

Live Debt 2nd Placement

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 79940000 - Collection agency services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

Debt Collection Services - Live Debt

### **II.2.5) Award criteria**

Quality criterion - Name: Company Information and Staff / Weighting: 15

Quality criterion - Name: Audits & Quality Checks / Weighting: 10

Quality criterion - Name: Service / Weighting: 20

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### **II.2.11) Information about options**

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The agreement will be for an initial 3 year period with the option to extend for a further 2 years (1 year + 1 year) at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-030884](#)

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## **Section V. Award of contract**

### **Contract No**

DCWW1427

### **Lot No**

1

### **Title**

Live Debt 1st Placement

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

29 April 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 11

Number of tenders received from SMEs: 11

Number of tenders received from tenderers from non-EU Member States: 11

Number of tenders received by electronic means: 11

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Advantis Credit Ltd

Floor 9 Peninsular House, 30-36 Monument Street,

London

EC3R 8LJ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £937,500

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## **Section V. Award of contract**

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DCWW1427

### **Lot No**

1

### **Title**

Live Debt 1st Placement

A contract/lot is awarded: Yes

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Number of tenders received by electronic means: 11

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Orbit Credit Services Ltd

1 Kings Hill Avenue, Kings Hill, West Malling,

Kent,

ME19 4UA



Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £937,500

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### **Section V. Award of contract**

#### **Contract No**

DCWW1427

#### **Lot No**

2

#### **Title**

Live Debt 2nd Placement

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

29 April 2022

##### **V.2.2) Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 10

Number of tenders received from tenderers from non-EU Member States: 10

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Advantis Credit Ltd

Floor 9 Peninsular House, 30-36 Monument Street,

London

EC3R 8LJ

Country

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NUTS code

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The contractor is an SME

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Total value of the contract/lot: £937,500

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## **Section V. Award of contract**

### **Contract No**

DCWW1427

### **Lot No**

2

### **Title**

Live Debt 2nd Placement

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

29 April 2022

#### **V.2.2) Information about tenders**

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#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £937,500

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Dwr Cymru Cyfyngedig (Welsh Water)

Linea, Fortran Road, St Mellons

Cardiff

CF3 0LT

Country

United Kingdom

Internet address

[www.dwrcymru.com](http://www.dwrcymru.com)