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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

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

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.2.13) Information about European Union Funds

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

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](#)

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

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

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

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

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

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

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