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Tender

## **High Court Enforcement Services**

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-002066

Procurement identifier (OCID): ocds-h6vhtk-042edc

Published 22 January 2024, 11:55am

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

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

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

#### **Contact**

Laura McMain

#### **Email**

[laura.mcmain@nwl.co.uk](mailto:laura.mcmain@nwl.co.uk)

#### **Telephone**

+44 7805786518

#### **Country**

United Kingdom

**Region code**

UKC14 - Durham CC

**Companies House**

366703

**Internet address(es)**

Main address

[www.nwl.co.uk](http://www.nwl.co.uk)

**I.3) Communication**

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

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

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

**I.6) Main activity**

Water

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## **Section II: Object**

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

#### **II.1.1) Title**

High Court Enforcement Services

Reference number

NW2695

#### **II.1.2) Main CPV code**

- 79940000 - Collection agency services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Northumbrian Water Group (NWG), operating as Northumbrian Water Ltd (NWL) and Essex and Suffolk Water (ESW), invites established companies to submit proposals for the issuance of High Court Writs. We have an aspirational target to issue 3 to 4,000 writs annually, however this is influenced by the external economic climate and customers circumstances. Volumes over the last two years have been as follows;

- 2021/22 issued 4120

- 2022/23 issued 2500

These writs are generated from County Court Judgments through Civil national Business Centre The average writ value is £1,100 - £1,300, targeting domestic/household customers with water service charges debt, and a potential small number of non-household/commercial debts.

NWL mandates that all prospective bidders for this Contract must be members of the Enforcement Conduct board.

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

This contract is divided into lots: No

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

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

- 75242110 - Bailiff services

**II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)

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

Northumbrian Water Group (NWG), operating as Northumbrian Water Ltd (NWL) and Essex and Suffolk Water (ESW), invites established companies to submit proposals for the issuance of High Court Writs. We have an aspirational target to issue 3 to 4,000 writs annually, however this is influenced by the external economic climate and customers circumstances. Volumes over the last two years have been as follows;

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These writs are generated from County Court Judgments through Civil national Business Centre The average writ value is £1,100 - £1,300, targeting domestic/household customers with water service charges debt, and a potential small number of non-household/commercial debts.

**Contract Details**

NWL are looking to Contract with a maximum of three suppliers. We are offering a 3-year contract with the intended commencement in September 2024, subject to an initial trial period. The contract may be extended based on performance. The volume of batches will vary due to cyclical billing, with any

batch exceeding 500 agreed upon in advance with successful Processor(s)

**Pre-Writ Activity and Customer Engagement**

Interested bidders must demonstrate the ability to carry out pre-writ activity, including residency checks and customer communication, providing an

opportunity for engagement and payment without incurring fees. All debt has undergone a rigorous internal lettering process, with checks to exclude known vulnerable and absconded Judgment debtors by NWG prior to being issued for enforcement.

## Compliance and Data Protection

Potential bidders must comply with our standard Service Level Agreement, Data Processing Agreement, and submit their Data Journey to ensure compliance with Data Protection Regulations. Flexibility in fees and interest forbearance, bespoke reporting (template can be provided), and adherence to

a vulnerability policy, including the Debt Respite Scheme, are mandatory.

NWL mandates that all prospective bidders for this Contract must be members of the Enforcement Conduct board.

## Essential Attributes

Interested bidders must possess the following essential attributes:

- Efficient bulk transfer process to the High Court
- Background in handling utility debt on a bulk basis
- Knowledge of the Water Industry and its regulatory obligations
- Ability to provide two references with current success rates, one from a water or utility company.
- Back-office support for instalment payment facilities and maintenance of payment arrangements Wide-ranging opening hours and suitably trained agents
- Client visibility through real-time communication via an online portal
- Adherence to vulnerability policies, with emphasis on mental health issues
- Flexibility during the compliance period on offers from Judgment debtors.
- Variability and flexibility of High Court Officer visits
- Clear and timely invoicing strategy, including separation of writ, abortive, incoming payments, and VAT.
- Willingness to upskill on Client support schemes and actively promote them.
- Actively collate and record appropriate permissions where applicable to support the client's Priority Services Register

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

Quality criterion - Name: Quality / Weighting: 100

Cost criterion - Name: Price / Weighting: 0

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

1 September 2024

End date

31 August 2029

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: Yes

Description of options

The initial contract term will run from 01/09/2024 for three years to 31/08/2027. The option will be available to extend the Contract from a further two years to 31/08/2029. The total maximum duration of the Contract being five years

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

NWL mandates that all prospective bidders for this Contract must be members of the Enforcement Conduct board.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.1.6) Deposits and guarantees required**

If the Dun and Bradstreet credit rating returns a rating of 'above average risk' or 'high risk', the contracting entity will request further financial information for review and a parent company guarantee may be required.

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## **Section IV. Procedure**

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

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

Negotiated procedure with prior call for competition

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 3

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

The procurement is covered by the Government Procurement Agreement: No

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

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

8 February 2024

Local time

4:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 31 August 2024



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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Applicants are asked to note that this procurement process will be conducted electronically with all documents and communication being managed through the Northumbrian Water e-Sourcing Spend Management portal called 'Ariba'.

Expressions of interest from this notice must be sent to the e-mail address [laura.mcmain@nwl.co.uk](mailto:laura.mcmain@nwl.co.uk) before the deadline date

of the 8 February 2024 at 16:00hrs. Once expression of interest has been received that contains the details below, applicants

will be given access to the Ariba portal within 48 hours from request. This portal will contain all the tender documents associated with this procurement that are available at the time. An email link will also be provided to the email address you provide to access the portal. The deadline for return of the completed PQQ is the 12th February 2024 at 12noon.

When sending expression of interest, applicants must provide the following information:

1) Full company name

2) Main contact details of the person who will be given access to the Ariba portal - Name, job title, E mail

address and telephone number

There are a number of mandatory requirements set out in this notice (section III Conditions for participation) for inclusion in this tender process, please ensure you can

meet these requirements before you express your interest

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

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

TBC

TBC

Country

United Kingdom