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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

Telephone

+44 7805786518

Country

United Kingdom

Region code

UKC14 - Durham CC

Companies House

366703

Internet address(es)

Main address

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

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

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.

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

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 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