

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003115-2025>

Tender

## **Bill Payment & Cash Payout Counter Services**

YORKSHIRE WATER SERVICES LIMITED

F05: Contract notice – utilities

Notice identifier: 2025/S 000-003115

Procurement identifier (OCID): ocds-h6vhtk-04d75f

Published 30 January 2025, 2:12pm

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

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

YORKSHIRE WATER SERVICES LIMITED

Western House, Western Way, Buttershaw

BRADFORD

BD62SZ

#### **Contact**

Pedro Martins

#### **Email**

[martinsp@yw.co.uk](mailto:martinsp@yw.co.uk)

#### **Telephone**

+44 1234

#### **Country**

United Kingdom

**Region code**

UKE41 - Bradford

**Companies House**

03778498

**Internet address(es)**

Main address

<https://www.yorkshirewater.com/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.yorkshirewater.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.yorkshirewater.com/>

**I.6) Main activity**

Water

---

## **Section II: Object**

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

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

Bill Payment & Cash Payout Counter Services

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

- 65100000 - Water distribution and related services

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

Services

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

Yorkshire Water (YW) provides water and sewerage services to over 5 million people.

Customers have the option to pay their bills using a barcoded bill or payment card via over-the-counter services using cash or debit card.

Ensuring a seamless and widely accessible payment solution is critical to our service delivery.

Total forecasted spend: £1.6 million over five years (FY 25/26 to FY 29/30).

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

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

Bill Payment Services

Lot No

1

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

- 65100000 - Water distribution and related services

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

NUTS codes

- UKE - Yorkshire and the Humber

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

Customers can pay their Yorkshire Water bill at a outlet using a barcoded bill or magnetic swipe card.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Initial term of three years, with an option to extend for an additional two years, subject to performance and market conditions.

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

Variants will be accepted: No

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

Options: No

## **II.2) Description**

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

Cash Pay-out Services

Lot No

2

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

- 65100000 - Water distribution and related services

**II.2.3) Place of performance**

NUTS codes

- UKE - Yorkshire and the Humber

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

A quick cash voucher scheme enabling Yorkshire Water customers to receive a refund in cash at a outlet.

**II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Annual agreements (12 months), with optional extensions.

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

---

## **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

2. Requirements We seek a market-leading provider capable of processing over-the-counter payments securely and efficiently.

Key requirements include:

##### 2.1 Market & Industry Experience

- A well-established, reputable supplier with a proven track record in processing similar high-volume transactions.

##### 2.2 Secure Payment Gateway

- Compliance with GDPR and financial security regulations.
- Secure integration with Yorkshire Water's payment gateway.

##### 2.3 Stable Processing Platform

- Capable of handling multiple transactions and users simultaneously.
- Availability 24/7, with downtime resolution within 4 hours or less.
- Industry-standard security and seamless interaction with our existing gateway solution.

##### 2.4 High-Volume Transaction Capability

- Proven ability to process thousands of daily transactions across all major card providers.

##### 2.5 24/7 Service & Support

- Around-the-clock service coverage with dedicated support.

##### 2.6 Reporting Suite

- Comprehensive reporting, including:

- o System logs with transaction details (amount, date, card type, etc.).
- o Online access to reports.
- o Search and display functions for all transactions.
- o Data export capability (Excel format).
- o Monthly summary and billing reports with high accuracy.

### 3. Payment File Transfer Requirements

- Payment files must be securely presented on Yorkshire Water's SFTP server overnight for internal processing.
- The supplier must:
  - o Move and archive files post-transfer, clearing them within agreed timescales.
  - o Provide Yorkshire Water with SFTP server contact details, password, and secure key.
  - o Whitelist Yorkshire Water's IP address for secure transfer.
- SFTP files must be provided daily by an agreed time, with clear SLAs in place for incident resolution.
- Files are typically received during the overnight batch run and imported before 8 AM. Any failure in receipt must be resolved as a high-priority incident.
- Settlement and reconciliation timelines must be clearly defined.

### Important Notes

- Yorkshire Water unconditionally reserves the right to suspend or cancel this procurement process at its sole discretion and without liability.
- Yorkshire Water reserves the right to cancel, merge, or amend any lot and/or make no award under this procurement process.

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

Date

3 March 2025

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

English

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

#### 5. Procurement Process

##### 5.1 Expression of Interest (EOI)

Interested suppliers must submit a notification to participate in the tender process via email to Pedro Martins at [pedro.martins@yorkshirewater.co.uk](mailto:pedro.martins@yorkshirewater.co.uk).

##### 5.2 Selection Questionnaire (SQ)

Upon receipt of an EOI, a Selection Questionnaire (SQ) will be issued via SAP Ariba. This will be a pass/fail assessment to ensure minimum eligibility. Bidders who do not meet the criteria may be excluded at this stage, though they may have an opportunity to resubmit.

##### 5.3 Invitation to Tender (ITT)

Successful bidders from the SQ stage will receive an Invitation to Tender (ITT). This will include commercial and qualitative assessments for each lot. Tender documents and evaluation criteria will be provided via SAP Ariba.

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

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

Yorkshire Water

Bradford

Country

United Kingdom