

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

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

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.

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