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Contract

Outsourced Early Collections

THAMES WATER UTILITIES LIMITED

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-003510

Procurement identifier (OCID): ocds-h6vhtk-03fb8b

Published 2 February 2024, 12:06pm

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

Contact

Thames Water

Email

procurement.support CENTRE@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

02366661

Internet address(es)

Main address

www.thameswater.co.uk/

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Outsourced Early Collections

Reference number

FA2061

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Thames Water is looking to partner with a sole supplier in the delivery outsourced early collections. The successful supplier will be able to support Thames Water's dynamic resource model with the ability to flex staff up and down within the financial year, specifically in line with peak billing months.

The contract is for both inbound and outbound collections and we require the supplier to be able to offer these services onshore.

The key objective of this contract is to support our customers through their journey with Thames Water and we are looking to partner with a supplier who has customers at the heart of their values and objectives. We want and aim to collect any customer debt in a socially responsible manner and strive to ensure all customers receive quality engagement and offered sustainable outcomes.

We are offering a 3 year initial term contract with the ability to extend up to an additional 2 years.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of the Thames Water region

II.2.4) Description of the procurement

Thames Water will be awarding a singular lot to a sole supplier, the volume anticipated will be circa 20-30FTE as standard with this increasing up to 90FTE as a maximum for our peak billing months (April- July).

The successful supplier will be expected to work on our systems and become a partner function to our already existing collections team, internal to Thames Water.

The initial term of the overall contract will be 3 years, with an option to extend by 2 years, in increments of 1 year periods.

II.2.11) Information about options

Options: Yes

Description of options

This contract will be for 36 months with a further two 12 months optional extension(s)

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-026747](#)

Section V. Award of contract

Contract No

FA2061

Title

Outsourced Early Collections

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 December 2023

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Pastdue Credit Solutions Ltd

1 Blair Court, North Avenue, Clydebank Business Park

Glasgow

G81 2LA

Country

United Kingdom

NUTS code

- UKM8 - West Central Scotland

Companies House

SC287794

The contractor is an SME

No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Limited

Reading

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).