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Tender

## **Services-Framework-High Court Enforcement and Bailiff Services**

United Utilities Water Limited

F05: Contract notice – utilities

Notice identifier: 2023/S 000-003546

Procurement identifier (OCID): ocids-h6vhtk-0333d0

Published 6 February 2023, 10:54am

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

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

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

#### **Contact**

Oliver Marsden

#### **Email**

[Oliver.Marsden@uuplc.co.uk](mailto:Oliver.Marsden@uuplc.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKD - North West (England)

**National registration number**

02366678

**Internet address(es)**

Main address

<https://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

**I.3) Communication**

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

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=59823&B=UNITEDUTILITIES](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=59823&B=UNITEDUTILITIES)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[https://uk.eu-supply.com/app/rfq/rwlenrance\\_s.asp?PID=59823&B=UNITEDUTILITIES](https://uk.eu-supply.com/app/rfq/rwlenrance_s.asp?PID=59823&B=UNITEDUTILITIES)

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**

Services-Framework-High Court Enforcement and Bailiff Services

Reference number

PRO004599

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

- 79940000 - Collection agency services

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

Services

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

United Utilities Water Limited (U UW) are looking to award agreements to 2 High Court Enforcement suppliers to deliver high performing recoveries management. Suppliers will be expected to fully utilise the powers of recovery granted under the 2007 Courts and Tribunals Act to maximise the level of collections for U UW to recover outstanding charges from a segment of its household customer base, whilst at the same time ensuring that U UW's CMEx performance is not adversely affected. The scope of the delivery of this service will include but is not limited to the following areas;

- Collections
- Compliance
- Vulnerability training and awareness
- System integration
- Reporting
- Complaints handling
- Invoicing and payment processing
- Customer payment method and self-service options

- Data and segmentation
- Continual innovation

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,400,000

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

This contract is divided into lots: No

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

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

- 79940000 - Collection agency services

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

NUTS codes

- UKD - North West (England)

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

A key part of UUW's strategy is to recover outstanding charges from household customers via the use of High Court Enforcement Officers and the powers that they have. The supplier will be expected to follow Regulatory classifications and guidelines to fully utilise the powers of recovery granted under the 2007 Courts and Tribunals Act, to maximise the level of collections for UUW whilst at the same time ensuring that UUW's CMEx performance is not adversely affected. Extensive segmentation within UUW's debt manager system ensures that only customers with certain attributes are progressed down this route. This segmentation takes into account the customer's credit score, behavioural score, home ownership and employment status. Only UUW customers who are deemed to have the ability to pay and are wilfully avoiding payment are progressed down this route. As such, UUW do not expect to see vulnerable customers, particularly financially vulnerable customers going through this strategy. However, if vulnerable customers are placed through this strategy, we do expect them to be treated in a way which provides the required level of protection. All agents must be trained to the highest standards and ensure that they identify any potential vulnerability and claims of vulnerability and where required refer the customer/debtor to a prescribed support group or the third sector.

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

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

documents

**II.2.6) Estimated value**

Value excluding VAT: £2,400,000

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

Duration in months

96

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: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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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

Please refer to procurement documents

#### **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

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## **Section IV. Procedure**

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

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

Open procedure

#### **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: [2022/S 000-011571](#)

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

Date

4 March 2023

Local time

12:00am

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

4 March 2023

Local time

12:00am

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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

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

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

High Court of England & Wales

City of Westminster

London

Country

United Kingdom

### **VI.4.2) Body responsible for mediation procedures**

United Utilities

Warrington

WA5 3LP

Country

United Kingdom

### **VI.4.4) Service from which information about the review procedure may be obtained**

United Utilities

Warrington

Country

United Kingdom



