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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): ocds-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

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

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

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

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 (Uuw) 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 Uuw to recover outstanding charges from a segment of its household customer base, whilst at the same time ensuring that Uuw'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

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

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

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