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Contract

Debt Collection Agencies

Thames Water Utilities Limited

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-003615

Procurement identifier (OCID): ocids-h6vhtk-03d858

Published 2 February 2024, 8:12pm

Section I: Contracting entity

I.1) Name and addresses

Thames Water Utilities Limited

Head Office, Clearwater Court, Vastern Road

Reading

RG1 8DB

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

<https://www.thameswater.co.uk/>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Debt Collection Agencies

Reference number

FA2017

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

As part of our commitment to collecting unrecovered debt, we have redesigned our customer debt journey focusing on delivering "right customer, right treatment path" and ensuring our financially vulnerable customers are supported at all stages of the journey.

We intend to outsource our unrecovered water debt, provided mainly on a commission basis with some specific customer outcomes chargeable on a fee structure. Both collect

and trace solutions are required within various parts of the portfolio.

Litigation and field services will also be required at the later stages of the process, where any unrecovered debts will be assessed and selected depending on their suitability.

With the cost of living rising, we recognise the importance of collecting debt in a socially responsible manner and as result we are seeking partners who are committed in supporting our customers on this journey while helping Thames Water achieve our goals.

We are offering a 3-year contract with the ability to extend up to an additional 2. Field service will be offered at an initial 1-year contract. After year 1 there's a potential for this to be brought inline with the with other contracts mimicking their contract terms.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Placement 1 - Active and Final including trace and collect

Lot No

1

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

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

Main site or place of performance

Whole of Thames Water region.

II.2.4) Description of the procurement

Lot 1 will see circa 218 thousand active customer accounts and circa 54 thousand closed

customer accounts placed annually, spread across 8 segments. 6 of these segments relate to the active customers and are allocated to the segment based on Equifax scoring.

2 of the segments relate to the closed customer accounts and are split by the accounts that have a forward address and require a collect solution and those that have no forward address and require a trace and collect solution. The successful supplier will be required to move the accounts with no customer contact from the collect strategy to the trace and collect strategy within their own system after the placement period has expired.

Cases in all segments will be placed to the successful supplier daily along with account updates, closures and any new debts that are now at the recoveries stage for customers previously placed.

Performance scorecards will determine the allocation % throughout the contract to award the higher performing suppliers with higher allocations.

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).

II.2) Description

II.2.1) Title

Placement 2 - Active and Final

Lot No

2

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

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

Main site or place of performance

Whole of Thames Water region.

II.2.4) Description of the procurement

Lot 2 will see circa 156 thousand active customer accounts and circa 47 thousand closed customer accounts placed annually, spread across 5 segments. These accounts have been returned as uncollected from Lot 1. 4 of these segments relate to the active customers and are allocated to the segment based on Equifax scoring.

The other segment relate to the closed customer accounts and require a trace and collect solution.

Cases in all segments will be placed to the successful supplier daily along with account updates, closures and any new debts that are now at the recoveries stage for customers previously placed.

Performance scorecards will determine the allocation % throughout the contract to award the higher performing suppliers with higher allocations.

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).

II.2) Description

II.2.1) Title

Placement 3 - Litigation - Active and Final

Lot No

3

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

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

Main site or place of performance

Whole of Thames Water region.

II.2.4) Description of the procurement

Lot 3 will see circa 73 thousand active customer accounts and circa 40 thousand closed customer accounts placed annually for assessment of litigation potential. Accounts that are unsuitable for a litigation process will be closed and returned at no cost to Thames Water, and those selected to move into strategy will be initially placed through a pre-litigation strategy before moving into a formal litigation process. We expect a 3 staged approach and the customers to be reassessed before moving onto each stage and those not suitable to move to be closed and returned at no cost to Thames Water:

Pre-Litigation = Contact attempts to resolve the debt with the customer before legal processes begin
Litigation = Formal LBA/PAP and the issuing of the claim and judgement
Enforcement = Enforcement end to end process.

Closed customer accounts may require a trace solution in addition. All customer contact, plan management and payment processing to be handled by the supplier.

Cases will be placed to the successful supplier once per month with daily account updates, closures and any new debts that are now at the recoveries stage for customers previously placed.

This lot will be awarded on a commission basis, with alternative arrangements for defended cases which will be agreed and charged on a case by case basis.

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).

II.2) Description

II.2.1) Title

Placement 4 - Field Services - Visit and Call Handling

Lot No

4

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

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

Main site or place of performance

Whole of Thames Water region.

II.2.4) Description of the procurement

Lot 4 will receive active customer accounts only that are unsuitable for a litigation process and or that have been closed and returned throughout the litigation process with an unsuccessful outcome. Placements will be made monthly and accounts should be assessed for suitability for a field visit. The volume of accounts passing through into the field strategy should be a joint decision between the supplier and Thames Water each month.

Performance will be managed via KPIs assessing the positive outcomes of visits with a strong focus on governance and oversight to ensure the right customer outcomes. All customer contact, plan management and payment processing to be handled by the supplier.

The commercial structure is expected to encourage a culture of fair customer outcomes and value for Thames Water.

II.2.11) Information about options

Options: Yes

Description of options

This contract will be for 12 months and if successful, the contract will continue for an additional 24 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.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 000-017705](#)

Section V. Award of contract

Lot No

1

Title

Placement 1 - Active and Final including trace and collect

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

1st Locate UK Limited

Apson House, Bullerthorpe Lane

Leeds

LS15 9JN

Country

United Kingdom

NUTS code

- UKE - Yorkshire and the Humber

Companies House

03702599

The contractor is an SME

No

Section V. Award of contract

Lot No

2

Title

Placement 2 - Active and Final

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

Advantis Credit Limited

Floor 9 Peninsular House, 30-36 Monument Street

London

EC3R 8LJ

Country

United Kingdom

NUTS code

- UKI - London

Companies House

05223252

The contractor is an SME

No

Section V. Award of contract

Lot No

1

Title

Placement 1 - Active and Final including trace and collect

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

Arvato Financial Solutions Limited

24 George Square

Glasgow

G2 1EG

Country

United Kingdom

NUTS code

- UKM - Scotland

Companies House

SC223606

The contractor is an SME

No

Section V. Award of contract

Lot No

2

Title

Placement 2 - Active and Final

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

BPO Collections Ltd

Marina Quay, Dock Road, Ardrossan

Ayrshire, Scotland

KA22 8DA

Country

United Kingdom

NUTS code

- UKM - Scotland

Companies House

SC295285

The contractor is an SME

No

Section V. Award of contract

Lot No

1

Title

Placement 1 - Active and Final including trace and collect

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

Moorcroft Debt Recovery Limited

Moorcroft House, No.2 Spring Gardens

Stockport

SK1 4AA

Country

United Kingdom

NUTS code

- UKD - North West (England)

Companies House

01703704

The contractor is an SME

No

Section V. Award of contract

Lot No

3

Title

Placement 3 - Litigation - Active and Final

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

Moriarty Law Limited

Cobb House, 2-4 Oyster Lane

Byfleet, Surrey

KT14 7DU

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

08432710

The contractor is an SME

No

Section V. Award of contract

Lot No

4

Title

Placement 4 - Field Services - Visit and Call Handling

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

Resolvecall Ltd

1 Smithhills Street

Paisley, Scotland

PA1 1EB

Country

United Kingdom

NUTS code

- UKM - Scotland

Companies House

SC127277

The contractor is an SME

No

Section V. Award of contract

Lot No

2

Title

Placement 2 - Active and Final

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 November 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

UK Search Limited

Unit 4 Gander Lane, Barlborough

Chesterfield, Derbyshire

S43 4PZ

Country

United Kingdom

NUTS code

- UKF - East Midlands (England)

Companies House

05321310

The contractor is an SME

No

Section VI. Complementary information

VI.3) Additional information

**** Please note, this is a Contract Award Notice ****

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Limited

Head Office, Clearwater Court, Vastern Road

Reading

RG1 8DB

Email

procurement.support CENTRE@thameswater.co.uk

Country

United Kingdom

Internet address

<https://www.thameswater.co.uk/>

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).