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Tender

Simple Payment Plan

The British Broadcasting Corporation (BBC)

F02: Contract notice

Notice identifier: 2022/S 000-003801

Procurement identifier (OCID): ocds-h6vhtk-031574

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Section I: Contracting authority

I.1) Name and addresses

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

Email

jonathan.palfreeman@bbc.co.uk

Telephone

+44 1234567890

Fax

+44 1234567890

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.bbc.co.uk/supplying/>

I.3) Communication

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

<http://www.bbc.co.uk/supplying/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.bbc.co.uk/supplying/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Broadcasting

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Simple Payment Plan

Reference number

PROC 2022 01 JP

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of administration services for the “Simple Payment Plan”.

The aim of the Simple Payment Plan is to provide a payment scheme for a selected group of customers that is simple, affordable and flexible.

To deliver against these key features, the Simple Payment Plan has been designed to:-

- target low income households to help increase revenue income and reduce both first time prosecutions and repeat offending;
- allow customers to spread their payments over the 12 month term of their licence, i.e. £159/12;
- run for a term of 4 years, with the option to extend on two occasions of one year each.

The Service Provider will be required to manage the accounts of customers on the scheme end-to-end. Specifically, Service Providers will be required to offer the following services:

- i. collecting the licence fee, according to the regulations and as set out in any individual customer payment plans (including arrears management, payment processing and reconciliation services);

- ii. campaign management services;
- iii. fulfilment services;
- iv. inbound and outbound customer communications services (including call centre facilities);
- v. technology services;
- vi. data management; and
- vii. analytics

Services out of scope: Applicants should note that the following services are not proposed as in scope for the Service Provider:

- i. field services;
- ii. PR and stakeholder communications; and
- iii. customer recruitment

The main objective of SPP is to ensure appropriate levels of support are provided to eligible customers, with particular focus on individuals who are willing to pay, but who are facing financial difficulty.

Critical Success Factors of the Simple Payment Plan:-

- Improved customer satisfaction;
- Positive impact on evasion and/or improvement in rate of licence purchase following prosecution statement (from TV Licensing Administrator);
- Improving Customer retention and revenue rates;
- Reducing the number of Customers that fail to pay anything towards their licence – referred to as Leavers Never Paid (LNP);
- Promoting Customers renewing their licences;
- Facilitating Customers managing their payment account digitally end to end.

The total estimated cost of the contract is £42m over the maximum 6 year term. This is based on the assumption of on-boarding 18k new customers each month. It is expected from

the service provider to drive the increase of the number of customer onboarded and retained on the scheme to attain the estimated cost. Please note that cost increase is driven by a projected increase in customer numbers, and therefore the estimated cost of the contract may rise above £42m during the life of the contract.

II.1.5) Estimated total value

Value excluding VAT: £42,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Service Provider will be required to collect the licence fee from customers on the Simple Payment Plan via a range of payment methods and channels., and be responsible for:-

- i. Issuing licences and payment plans to recruited customers on the scheme;
- ii. Providing and managing various customer payment methods, as outlined in the table above;
- iii. Collecting the licence fee from customers via a variety of payment channels, including at a minimum: a contact centre; online, interactive voice response (IVR) and mobile applications;
- iv. Identifying and, where appropriate, introducing new customer payment channels, in line with best practice within the market place and developments in technology;
- v. Processing Simple Payment Plan applications and issuing payment cards to include replacements;
- vi. Identifying, managing and collecting from accounts in arrears (see section 4.1.1 for further specifics on this requirement);

- vii. Revoking licences where the licence fee is uncollected;
- viii. Cancelling licences in appropriate circumstances where a customer has only partially paid the licence fee and ensuring accurate payment data is provided to the TVL administrator;
- ix. Providing refunds to customers, where applicable;
- x. Providing accurate accounting and clear management information regarding collection services, to be reported to the BBC on a monthly basis;
- xi. Providing detailed analysis in regards to scheme performance and recommendations for improvement;
- xii. Providing marketing communications and print facilities which are fit for the customer groups and meet quality control requirements;
- xiii. Securely managing the flow of funds received from customers (including funds received from over the counter suppliers), reconciling funds received versus licences issued and disbursing monies received to the TVL Administrator;
- xiv. Administering bank accounts with appropriate internal controls;
- xv. Putting in place preventative measures and developing mitigation techniques to prevent the occurrence of fraud by customers and/or employees;
- xvi. Providing a comprehensive investigation and prompt response/rectification of customer complaints, in accordance with the BBC's complaint management framework;
- xvii. Using root cause analysis to continually improve service support and reduce systematic errors and issues; and
- xviii. Ensuring that processes comply with all relevant legislation and BBC Policies.

The Service Provider will be required to manage and collect arrears proactively from customers who default or who are likely to default on payments; support customers to maintain payments, and manage the collection of arrears via the appropriate inbound and outbound channels. The Service Provider will be required to manage potentially high volumes of low value arrears using techniques that balance cost effectiveness with revenue collection.

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

48

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: Yes

Description of options

The initial term of the contract is for a period of 48 months. The contract may be extended on two occasions by up to 12 months on each occasion, meaning the maximum potential term is 6 years in total.

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

Where there is more than one economic operator, the BBC reserves the right to require a grouping of economic operators to take a particular legal form or to require a single economic operator to take primary liability or to require that each party undertakes joint and several liability.

Please register your interest in this project by taking the following steps: 1 - Register your company on the Jaggaer eSourcing portal (this is only required once): 1.1 Go to <https://bbc.bravosolution.co.uk> 1.2 - Click the link on the login page to register. 1.3 Accept the terms and conditions and click 'Continue'. 1.4 - Enter your correct business and user details. 1.5 - Note the username you chose and click 'Save' when complete. 1.6 - You will shortly receive an email with your temporary password. 2 - Express an interest in the tender: 2.1 - Login to the portal with the username/password. 2.2 - Click the 'PQQs/ITTs Open to all Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier). 2.3 - Click on the relevant PQQ/ITT to access the content. 2.4 - Click the 'Express Interest' button at the top of the page. This will move the PQQ/ITT into your 'My PQQs/My ITTs' page. (This is a secure area reserved for your projects only. 2.5 - You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ITT Details' box. 3. Responding to the tender: 3.1 - Click 'My Response' under PQQ/ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining). 3.2 - You can now use the 'Messages' function to communicate with the buyer and seek any clarification. 3.3 - Note the deadline for completion, and then follow the onscreen instructions to complete the PQQ/ITT. There may be a mixture of online and offline actions for you to perform (there is detailed online help available). 3.4 You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance, please consult the online help, or contact the Jaggaer eSourcing help desk.

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

Competitive procedure with negotiation

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

9 March 2022

Local time

11:00am

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

VI.4) Procedures for review

VI.4.1) Review body

Business and Property Courts of England and Wales – TCC.

Rolls Building, 7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

As stated in the Public Contracts Regulations 2015. The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.