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Contract

## Debt Collection Agency Framework

NORTHUMBRIAN WATER GROUP LIMITED

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-005690

Procurement identifier (OCID): ocds-h6vhtk-02ab24

Published 2 March 2022, 11:57am

### Section I: Contracting entity

#### I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

#### Contact

Lily Craw

#### Email

[lily.craw@nwl.co.uk](mailto:lily.craw@nwl.co.uk)

#### Telephone

+44 7596316769

#### Country

United Kingdom

**NUTS code**

UKC14 - Durham CC

**Internet address(es)**

Main address

[www.nwl.co.uk](http://www.nwl.co.uk)

**I.6) Main activity**

Water

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Debt Collection Agency Framework

Reference number

NW2370

**II.1.2) Main CPV code**

- 79940000 - Collection agency services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Our intent is to outsource annually, from 2022, on a commission basis, circa £30 million of unrecovered closed account water debt where a collect or trace and collect solution is required. In addition to this we intend to outsource circa £12 million of Post-Litigated (with County Court Judgement) water debt. Similar projections are foreseen for the duration of the agreement.

We are offering a 3 year contact with the ability to review regularly and a possibility of extension. The processor(s) must be authorised by the Financial Conduct Authority (FCA).

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

This contract is divided into lots: Yes

## **II.2) Description**

### **II.2.1) Title**

Post-litigation - County Court Judgment

Lot No

1

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

- 79940000 - Collection agency services

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

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

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

Batches would be issued throughout the year to the successful processor(s), with approximate yearly numbers of 12,000 Post-litigation - County Court Judgement accounts.

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

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Price / Weighting: 50

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for 36 months with a further 24 month optional extension

## **II.2) Description**

### **II.2.1) Title**

Closed Account (Prime) - forwarding address provided

Lot No

2

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

- 79940000 - Collection agency services

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

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

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

Batches would be issued throughout the year to the successful processor(s), with approximate yearly numbers being 14,000 Closed Accounts (Prime) with forwarding address provided

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

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Price / Weighting: 50

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for 36 months with a further 24 month optional extension

## **II.2) Description**

### **II.2.1) Title**

Trace and Collect, 1st placement

Lot No

3

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

- 79940000 - Collection agency services

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

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

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

Batches would be issued throughout the year to the successful processor(s), with approximate yearly numbers being 14,000 Trace and Collect, 1st placement

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

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Price / Weighting: 50

### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for 36 months with a further 24 month optional extension

## **II.2) Description**

#### **II.2.1) Title**

Trace and Collect, 2nd placement

Lot No

4

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

- 79940000 - Collection agency services

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

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

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

Batches would be issued throughout the year to the successful processor(s), with approximate yearly numbers being 25,000 Trace and Collect, 2nd placement

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

Quality criterion - Name: Quality / Weighting: 50

Cost criterion - Name: Price / Weighting: 50

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for 36 months with a further 24 month optional extension

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## 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: [2021/S 000-009139](#)

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## Section V. Award of contract

### Contract No

NW2370A

### Lot No

1 and 2

### Title

Debt Collection Agency Framework

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

18 February 2022

#### V.2.2) Information about tenders

Number of tenders received: 9

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

**V.2.3) Name and address of the contractor**

ORBIT CREDIT SERVICES LIMITED

West Malling

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

No

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**Section V. Award of contract**

**Contract No**

NW2370B

**Lot No**

1 and 2

**Title**

Debt Collection Agency Framework

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

17 November 2021

**V.2.2) Information about tenders**

Number of tenders received: 9

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

LEEDS

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

No

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**Section V. Award of contract**

**Contract No**

NW2370C

**Lot No**

3 and 4

**Title**

Debt Collection Agency Framework

A contract/lot is awarded: Yes

**V.2) Award of contract**

**V.2.1) Date of conclusion of the contract**

17 November 2021

#### **V.2.2) Information about tenders**

Number of tenders received: 9

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

#### **V.2.3) Name and address of the contractor**

CONEXUS RECOVERY & FIELD SERVICES LIMITED

Londonderry

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

No

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## **Section V. Award of contract**

### **Contract No**

NW2370D

### **Lot No**

Lot 3 and 4

### **Title**

Debt Collection Agency Framework

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

1 December 2021

**V.2.2) Information about tenders**

Number of tenders received: 9

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

**V.2.3) Name and address of the contractor**

UK SEARCH LIMITED

Chesterfield

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

No

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Northumbrian Water Ltd legal department

Durham

Country

United Kingdom