

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005690-2022>

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

Telephone

+44 7596316769

Country

United Kingdom

NUTS code

UKC14 - Durham CC

Internet address(es)

Main address

www.nwl.co.uk

I.6) Main activity

Water

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

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](#)

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

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

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Northumbrian Water Ltd legal department

Durham

Country

United Kingdom