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Tender

Field Visits for Debt Collection

SEVERN TRENT WATER LIMITED
HAFREN DYFRDWY CYFYNGEDIG

F05: Contract notice – utilities

Notice identifier: 2025/S 000-005746

Procurement identifier (OCID): ocds-h6vhtk-04e3b2

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Section I: Contracting entity

I.1) Name and addresses

SEVERN TRENT WATER LIMITED

2 St. Johns Street

COVENTRY

CV12LZ

Contact

Sarah Griffiths-Jones

Email

sarah.griffiths-jones@severntrent.co.uk

Telephone

+44 2477716919

Country

United Kingdom

Region code

UKG33 - Coventry

Companies House

02366686

Internet address(es)

Main address

www.stwater.co.uk

I.1) Name and addresses

HAFREN DYFRDWY CYFYNGEDIG

WREXHAM

LL14 4EH

Email

sarah.griffiths-jones@severntrent.co.uk

Country

United Kingdom

Region code

UKL - Wales

Companies House

03527628

Internet address(es)

Main address

www.hdcymru.co.uk

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://discovery.riba.com/rfx/22478334>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://discovery.riba.com/rfx/22478334>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Field Visits for Debt Collection

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a tender for field visit services. The Utilities wish to appoint a panel of service providers to visit customers who are not engaging with the Utilities. The service providers will be required to engage with the customers to request payment of outstanding debt and/or offer payment support schemes.

II.1.5) Estimated total value

Value excluding VAT: £900,000

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 Utilities wish to appoint a panel of debt collection companies to visit indebted customers. Field visits are used as part of the customer journey where customers are not engaging with the Utilities by SMS, phone, email, or letter.

The panel suppliers are required to visit properties and attempt to engage customers so

that they either start to pay their water bills, or register for assistance (Big Difference Scheme, Water Sure). Visits may also establish residency (namely whether the customer is still living at the address).

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

36

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

There are four extensions available, each lasting 12 months

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

Framework agreement with several operators

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.2.2) Time limit for receipt of tenders or requests to participate

Date

26 March 2025

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Severn Trent Water Limited

2 St John's Street

Coventry

CV1 2LZ

Country

United Kingdom