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Contract

The Provision of Over the Counter Bill Payment Services

United Utilities Water Limited

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-007555

Procurement identifier (OCID): ocds-h6vhtk-02874b

Published 15 March 2023, 3:09pm

Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Susan Owen

Email

Susan.Owen2@uuplc.co.uk

Telephone

+44 1925000000

Country

United Kingdom

Region code

UK - United Kingdom

National registration number

02366678

Internet address(es)

Main address

<http://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Provision of Over the Counter Bill Payment Services

Reference number

PRO004260

II.1.2) Main CPV code

- 66172000 - Financial transaction processing and clearing-house services

II.1.3) Type of contract

Services

II.1.4) Short description

The Company has a requirement to provide Over the Counter Bill Payment Services at multiple locations in the North West of England. A timely and accurate bill payment process is critical to the Company's billing operations and cash collection which sits within the Company's Customer Department.

The Suppliers will provide the Company with the relevant associated services and expertise to facilitate and deliver such services and provide effective regional coverage and sufficient accessibility for the Company's Customers.

The key requirements for the agreement(s) include, but are not limited to:

- Wide geographical spread of Payment Outlet locations within the North West region;
- Ability to capture payments in sterling cash, and possibly debit & credit cards;
- Consolidation and remittance of all outlet transactional data and funds;
- Robust Customer communication marketing expertise.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Lot 1 - Over the Counter Bill Payment Services - Exclusive

Lot No

1

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The procurement included 2 Lots, where only one Lot would be awarded following the final assessment.

- Lot 1 - Exclusive Award
- Lot 2 - Shared Award

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 2 - Over the Counter Bill Payment Services - Shared

Lot No

2

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The procurement included 2 Lots, where only one Lot would be awarded following the

final assessment.

- Lot 1 - Exclusive Award
- Lot 2 - Shared Award

The Company assessed Lot 1 in order to establish the overall most economically advantageous solution. The Company's approach was to award Lot 1 based on objective criteria:

- Ability to provide the highest volume of Payment Outlets to UU Customer locations
- Demonstrate the ability to deliver excellent Customer Service, in particular to resolve Customer payment queries and to identify Customer needs
- The lowest assessed total cost will achieve the maximum score

As the above criteria was not fully met in relation to the volume of Payment Outlets, the Company assessed Lot 2 to determine that the award could be made based on the same objective criteria

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 50

Price - Weighting: 50

II.2.11) Information about options

Options: No

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 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 000-000004](#)

Section V. Award of contract

Contract No

1

Title

Lot 1 - Over the Counter Bill Payment Services - Exclusive

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section V. Award of contract

Contract No

1

Lot No

2

Title

Lot 2 - Over the Counter Bill Payment Services - Shared

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 January 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

PayPoint Network Limited

1 The Boulevard, Shire Park

Welwyn Garden City

AL7 1EL

Email

ianranger@paypoint.com

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

2973115

The contractor is an SME

No

Section V. Award of contract

Contract No

2

Lot No

2

Title

Lot 2 - Over the Counter Bill Payment Services - Shared

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 December 2022

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

Post Office Limited

Finsbury Dials, 20 Finsbury Street

London

EC2Y 9AQ

Email

andy.locker@postoffice.co.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

GB172670502

The contractor is an SME

No

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England & Wales

City of Westminster

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

United Utilities Water Limited

Warrington

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

United Utilities Water Limited

Warrington

Country

United Kingdom