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Tender

## **Debt Collection Agency Framework**

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-009139

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

Published 28 April 2021, 2:36pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

#### **Contact**

Lily Crow

#### **Email**

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

#### **Telephone**

+44 7596316769

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.nwl.co.uk/>

**I.3) Communication**

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

<https://s1.ariba.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com>

**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**

- 75242110 - Bailiff 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.1.5) Estimated total value**

Value excluding VAT: £600,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

### **II.2) Description**

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

Post-litigation - County Court Judgment

Lot No

1

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

- 75242110 - Bailiff services

**II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

**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**

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

An additional 24 months

## **II.2) Description**

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

Closed Account (Prime) - forwarding address provided

Lot No

2

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

- 75242110 - Bailiff services

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

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

### **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**

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

An additional 24 months

## **II.2) Description**

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

Trace and Collect, 1st placement

Lot No

3

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

- 75242110 - Bailiff services

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

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

### **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**

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

An additional 24 months.

### **II.2) Description**

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

Trace and Collect, 2nd placement

Lot No

4

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

- 75242110 - Bailiff services

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

NUTS codes

- UKC - North East (England)
- UKJ - South East (England)

#### **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**

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

An additional 24 months.



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## **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

The processor(s) must be authorised or have gained interim permission from the Financial Conduct Authority (FCA)

#### **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

#### **III.1.6) Deposits and guarantees required**

If the Dun and Bradstreet credit rating returns a rating of 'above average risk' or 'high risk', the contracting entity will request further financial information for review and a parent company guarantee may be required

#### **III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Please see the terms and conditions in the Procurement Document

#### **III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

These will be set out in the tender documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.3) 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: Yes

### **IV.2) Administrative information**

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

Date

21 May 2021

Local time

12:00pm

#### **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**

Tender must be valid until: 31 January 2022

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

Applicants are asked to note that this procurement process will be conducted electronically with all documents and communication being managed through the Northumbrian Water e-Sourcing Spend Management portal called 'Ariba'. Expressions of interest must be sent to the e-mail address [lily.craw@nwl.co.uk](mailto:lily.craw@nwl.co.uk) before the deadline date of 21st May 2021 at 12 noon. Once expression of interest has been received that contains the details below, applicants will be given access to the Ariba portal within 48 hours from request. This portal will contain all the tender documents associated with this procurement that are available at the time. An email link will also be provided to the email address you provide to access the portal. The deadline for return of the completed PQQ is 26th May 2021 at 12 noon. When sending expression of interest, applicants must provide the following information: 1) Full company name 2) Main contact details of the person who will be given access to the Ariba portal - Name, job title, E mail address and telephone

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

TBC

TBC

Country

United Kingdom