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Tender

Debt Collection (Pre-Claim)

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-013872

Procurement identifier (OCID): ocds-h6vhtk-033cd5

Published 23 May 2022, 3:12pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Philippa Longstaff

Email

philippa.longstaff@nwl.co.uk

Telephone

+44 7516587560

Country

United Kingdom

NUTS code

UKC14 - Durham CC

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Debt Collection (Pre-Claim)

Reference number

NW2430

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumbrian Water Group (NWG) is a statutory water undertaker operating in the north east of England under the trading name Northumbrian Water Ltd (NWL) and in the southern area of England under the trading name of Essex and Suffolk Water (ESW).

This Procurement is split into three lots, those being:

Lot 1- Pre or post litigation visit to single domestic properties (circa 10-12000 per annum)

Lot 2- Pre or post litigation to managing agents/companies regarding charges for domestic properties (circa 1000 per annum)

Lot 3- Service of Court paperwork and return of Court required evidence to allow certificate of service under the Attachment of Earnings or Order to Attend processes* (circa 1000 per annum)

We would invite parties to bid for all or part of this work.

Where our internal activity of letters, mms and outbound calling has been unsuccessful in engaging with customers who have no agreed payment arrangement in place, our intent is to outsource visits to a domestic supply address either before or after legal action is taken against the customer. Customers will be mainly domestic, there will be a small proportion of commercial customers who are being billed for a domestic property.

The visit will look to re-engage with the customer in a professional and timely manner to understand their current financial situation, identify vulnerability and identify the most suitable tariff option for the customer.

Visit requirements could include the following (but not exclusive to):

- Confirmation of occupier
- Priority Services Registration
- Signposting to third party debt advice for support
- Agreeing an appropriate payment arrangement
- Appropriate mechanism for taking a payment
- Identifying most affordable tariff for the customer and supporting both meter and tariff applications
- Completion of Income & Expenditure
- Serving of court paperwork (provided)

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

Pre or post litigation visit to single domestic properties

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

Northumbrian Water Group (NWG) is a statutory water undertaker operating in the north east of England under the trading name Northumbrian Water Ltd (NWL) and in the southern area of England under the trading name of Essex and Suffolk Water (ESW).

This lot is for Pre or post litigation visit to single domestic properties (circa 10-12000 per annum) section of this scope.

Where our internal activity of letters, mms and outbound calling has been unsuccessful in engaging with customers who have no agreed payment arrangement in place, our intent is to outsource visits to a domestic supply address either before or after legal action is taken against the customer. Customers will be mainly domestic, there will be a small proportion of commercial customers who are being billed for a domestic property.

The visit will look to re-engage with the customer in a professional and timely manner to understand their current financial situation, identify vulnerability and identify the most suitable tariff option for the customer.

A minimum of two visits are required per account, with one visit being on an evening (defined as between the hours of 5pm - 8pm and/or on a weekend)

Visit requirements could include the following (but not exclusive to):

- Confirmation of occupier
- Priority Services Registration
- Signposting to third party debt advice for support
- Agreeing an appropriate payment arrangement
- Appropriate mechanism for taking a payment
- Identifying most affordable tariff for the customer and supporting both meter and tariff applications

- Completion of Income & Expenditure
- Serving of court paperwork (provided)

Full and ongoing training regarding our support options for customers will be provided by NWG to the successful supplier

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: No

II.2.11) Information about options

Options: Yes

Description of options

After the initial 36 months, an optional 24 months extension will be available

II.2) Description

II.2.1) Title

Pre or post litigation to managing agents/companies regarding charges for domestic properties

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

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This contract is subject to renewal

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II.2.11) Information about options

Options: Yes

Description of options

After the initial 36 months, an optional 24 months extension will be available

II.2) Description

II.2.1) Title

Service of Court paperwork and return of Court required evidence to allow certificate of service under the Attachment of Earnings or Order to Attend processes

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

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II.2.11) Information about options

Options: Yes

Description of options

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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

As stated in the procurement documents

III.1.2) Economic and financial standing

List and brief description of selection criteria

Selection criteria as stated in the procurement documents

Minimum level(s) of standards possibly required

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

List and brief description of selection criteria

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 documents.

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.

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

Date

10 June 2022

Local time

12:00pm

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.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 eSourcing Spend Management portal called 'Ariba'.

Expressions of interest for this tender must be sent to the e-mail address expressions@nwl.co.uk before the deadline date of 10 June 2022 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 17 June 2022 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, and the Lot number(s) you will be bidding on.

VI.4) Procedures for review

VI.4.1) Review body

NWL Legal Department

Northumbrian Water Limited, Abbey Road, Pity Me

Durham

DH1 5FJ

Country

United Kingdom