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Planning

Cash Management Services

United Utilities Water Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-021495

Procurement identifier (OCID): ocds-h6vhtk-02db66

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Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Charlotte Myers

Email

Charlotte.Myers@uuplc.co.uk

Telephone

+44 7900805893

Country

United Kingdom

NUTS code

UKD - North West (England)

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.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cash Management Services

Reference number

PRO004429

II.1.2) Main CPV code

- 72314000 - Data collection and collation services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scope of this proposed service contract is to provide a cash and payment processing management service. Facilitating the processing of all electronic bill payments via a cash management system which receives the payment/reconciles information from each payment stream (i.e. BACS, DD call off, Over the counter payments and other payment streams) before transmitting the compiled information back to our corporate billing system via end of day settlement files and production of end of day financial reporting.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)

II.2.4) Description of the procurement

The cash management solution would need to provide us with a full audit trail for total traceability of transactions made via each payment stream and provides the facility for our teams to raise queries when addressing customer payment enquires.

The scope of the procurement would be to undertake all activities relating to the management of payments made by UUW Customers for their Water and Waste Water charges and payments relating to this service will be used by Domestic customers.

The scope of the cash management services would include:

- Direct Debit transmission and collection of Direct Debit payments
- Receive, bank and allocate all customer payments from any source to the correct customer accounts inc bank over the counter, Post office, Pay zone, BACS and SO, card payments made by debit and credit cards, payments from Debt agencies and Department

of Working Pensions

- Monitor and reconcile payments
- Resolve misallocation / unallocated manual payments which fall out of automated process
- Complete cash to bank reconciliation each financial month end
- Process refunds - There is a requirement to produce month end financial reports and suspense reports for the payments which can't be allocated automatically and to produce write off reports
- Management of bank accounts relating to customers BACS payments, DD payments and manual adjustments inc unpaid cheques, faster payment reversals, chargebacks.
- General ledger postings in SAP
- Complete reconciliation of cash in transit each half year and year end
- Reconcile and control of the Cash Management System
- Process and resolve payment enquiries
- Remittance processing
- Processing cash receipts and Post office water stamps
- Taking receipt of cheques, processing via cash mgt system and send for clearing

II.2.14) Additional information

****Deadline for Responses will be 24/09/2021****

****Please see attached Appendix K****

II.3) Estimated date of publication of contract notice

1 September 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

If you have experience in this area please could you provide at a minimum the following information and submit to the United Utilities Regulatory Procurement Team mailbox:

RegulatoryProcurementTeam@uuplc.co.uk

- Company Name
- Contact details, including location telephone and e-mail address, main point of contact and position in Company
- Brief description of the Company
- Confirm whether the Company would be interested in providing this service.
- Current Cash management system used (if pricing for the full end to end service)
- Number of payments/cheques processed per month
- Detail of customer reference points
- Detail of pricing for the management of the end to end service this should be detailed as an annual amount and based on your standard pricing model. Volumes of transactions have been provided below
- Detail of pricing for the cash management system this should be detailed as an annual amount and based on your standard pricing mechanism. Volumes of transactions have been provided below

Please see attached Appendix K