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Tender

Electronic Payment Systems

Procurement for Housing

F02: Contract notice

Notice identifier: 2023/S 000-022827

Procurement identifier (OCID): ocds-h6vhtk-033b44

Published 4 August 2023, 4:57pm

Section I: Contracting authority

I.1) Name and addresses

Procurement for Housing

Olympic Way

Warrington

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Contact

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Email

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Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://www.procurementforhousing.co.uk>

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA26067

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.mytenders.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.mytenders.co.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Electronic Payment Systems

Reference number

SH – July 2023 – EPS

II.1.2) Main CPV code

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services

II.1.3) Type of contract

Services

II.1.4) Short description

Established in 2004, Procurement for Housing (PfH) is a national procurement consortium dedicated to the social housing sector and supported by the National Housing Federation (NHF), Chartered Institute of Housing (CIH) and HouseMark. Collectively our Members manage more than 75% of UK' social housing stock, with PfH helping them to achieve efficiency savings using a wide range of services including framework agreements, dynamic purchasing systems, spend analyses, strategy reviews, consolidated billing and comprehensive reporting. PfH is a contracting authority under Regulation 2 of the Public Contracts Regulations 2015 ("PCR 2015") and a central purchasing body under regulation 37 PCR 2015.

Please refer to www.pfh.co.uk for additional information.

PfH is administered by Inprova Limited and is headquartered in the North West of England with over 20 years of expertise and experience offering a complete procurement solutions package across outsourcing, technology and consultancy. By integrating procurement services and technology, Inprova operates as a delivery partner, supporting business performance improvement for the public sector.

The purpose of this new framework agreement ("this Framework Agreement") is to ensure we can provide an offering suitable for members of PfH in England, Wales, Scotland and Northern Ireland and other public bodies permitted to use this Framework Agreement who require the provision of Electronic Payment Systems.

Procurement for Housing has conducted the necessary pre-market engagement activities to develop this Framework Agreement to meet the immediate and future requirements of PfH members.

The Framework will be divided into seven (7) Lots as:

Lot 1 - Multiple Network Managed Services

Lot 2 - Single Network Managed Services

Lot 3 - Cash In Solutions

Lot 4 - Outbound Payments - Prepaid Cards

Lot 5 - Vouchers

Lot 6 - Open Banking Services - Payment Initiation
Services

Lot 7 - Debt Solutions - Assessments

Each Lot permits the provision of associated services.

II.1.5) Estimated total value

Value excluding VAT: £96,000,000

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

Multiple Network Managed Services

Lot No

1

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services
- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards
- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 30199200 - Envelopes, letter cards and plain postcards
- 22455000 - ID cards
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The proposed Lot structure recognises the demand customers are demonstrating for Multiple Network Managed Services. PfH Customers and other public bodies require a solution that enables their customers and residents to make payments to them as their Registered Social Landlords.

The Supplier must be able to offer, but not be limited to the following in addition to associated services:

- The provision of plastic payment cards incorporating a magnetic stripe or barcode, and barcoded letters/bills;
- The provision of generic and unique Issuer Identification Numbers with the use of plastic payment cards and barcoded letters/bills;

- Access to multiple established payment networks with national coverage and a wide range of payment outlets across the UK enabling Clients/Tenants of PfH Members to make cash (or other methods of) payments using plastic payment cards, and/or paper barcoded letters/bills;
- To capture and consolidate payments made by Clients/Tenants of PfH Members, from multiple established payment networks (and other payment service providers as appropriate through the Organisations (Suppliers) supply chain) and subsequent transfer of funds by electronic means to the PfH Member;
- A nationwide network to ensure the provision of payment outlets, which are available for end-users to utilise with ease.
- Technological innovation is desirable to ensure administration is reduced and automatisations is increased.
- To conduct fraudulent checks on suspicious payment transactions.
- The capabilities to provide systems integration with minimal disruption to operations during the installation.
- Real time notifications and reporting is also a key desirable feature for Customers.
- The ability to provide optional physical and/or digital receipt of payment to verify the end-users' transactions.
- Payment cards must have the capabilities to possess the end-user's details to ensure personalisation and data capture. The cards must provide the end-user with the ability to make payments with flexibility of method that suits the individual.
- Competitive transaction fees and pricing of both framework and bespoke as appropriate preferably without a set-up fee.
- Secure and timely transfer of funds.
- An effective process for managing failed transactions on behalf of PfH Members and their Clients/Tenants.
- The provision of capped transaction pricing.
- The provision of account management and support function.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

Payments can be made through a variety of solutions, which offer the end-user flexibility, including the majority of and not limited to, the following:

- Cash
- Electronic Payment Card
- Cheque
- Debit Card
- Credit Card
- BACS

Methods should provide flexibility and varied technological options, for example:

- Online / Internet
- Telephone
- Direct Debit
- Electronic Payment Cards with magnetic strip or barcode
- Barcoded letters / bills
- Pay by Link
- Cashless Networks
- Digital Application(s)
- Virtual Terminal

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £20,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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

Single Network Managed Services

Lot No

2

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services
- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards

- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 30199200 - Envelopes, letter cards and plain postcards
- 22455000 - ID cards
- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

By definition, the Single Network Managed Service Organisation (Supplier) is expected to consolidate payments from Clients/Tenants and reconcile management information from only one network solution from which the payments were made, subsequently transferring consolidated funds and reconciled management information to the PfH member.

This Lot will require Organisations (Suppliers) on the Framework Agreement to be able to deliver the following minimum requirements. Organisations (Suppliers) without the capability to deliver these requirements are unlikely to be invited to tender for a place on the Framework Agreement.

These are:

- Access to one established payment network with national coverage and a wide range of payment outlets across the UK
- The timely management and transfer of funds via a secure trust account
- The provision of generic and unique Issuer Identification Numbers
- The provision of multiple robust payment channels, e.g., card payment, internet payment etc.
- The provision of payment cards
- The provision of receipts to Clients/Tenants of PfH members on payment/per transaction
- The capability to transfer data to common I.T. systems.

- The provision of capped transaction pricing

The provision of consistent, robust, transparent, and auditable management information, including as a minimum:

Transaction I.D.

Payment value

Payment method (card, internet etc.)

Payment type (rent, council tax etc.)

Payment date

Clearance date

Outlet tracking

- The provision of account management and support function
- The Organisation (Supplier) shall manage transitions of changes in service provider, payment solutions and payment methods on behalf of PfH members and assist with communications to Clients/Tenants to ensure the smooth transition of services/supply, thus reducing disruption to payments.
- The Organisation (Supplier) shall be able to offer guidance and advice on the types of payment services and methods suitable for PfH members Clients/Tenants in the form of a proposal, to maximise payment opportunities for PfH members Clients/Tenants through the consideration of accessibility, locality, ease of use and transition, efficiency, and cost.
- The Organisation (Supplier) shall conduct fraudulent checks on suspicious payment transactions.
- The Organisation (Supplier) shall actively promote the framework agreement to potential users, including Organisations such as Housing Associations, Local Authorities, Councils, Registered Social Landlords, Arm's Length Management Organisations, and other public sector Organisations.
- The Organisation (Supplier) shall seek to work with members to develop case studies, to be used as literature to demonstrate the benefits of using the framework to potential Clients/Tenants.

Organisations (Suppliers) are more likely to be selected to be invited to tender for this

Framework Agreement if they can evidence the following additional technical capabilities:

- Proven experience of delivering electronic payment services
- Excellent customer service and dedicated account management
- Excellent and relevant references
- Good management information and reporting available.
- The provision of an online ordering solution for payment cards
- The provision of a cash-out solution(s) accessible nationwide

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £20,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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

Cash In Solutions

Lot No

3

II.2.2) Additional CPV code(s)

- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 66172000 - Financial transaction processing and clearing-house services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards
- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 30199200 - Envelopes, letter cards and plain postcards
- 22455000 - ID cards
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

There is a demand within the PfH member base for cash in solutions via electronic payment systems, which their residents can utilise. Public bodies utilise cash in solutions to provide payment channels to residents to ensure making payments is simple.

The Supplier must be able to offer, but not be limited to the following in addition to associated services:

To facilitate the customers of PfH members making payment of, but not limited to:

- Council Tax
- Car Parking Fines
- Fixed Penalty Notices
- Sales Invoices
- Housing Rent
- Business Rates
- A nationwide network to ensure the provision of payment outlets, which are available for end-users to utilise with ease.
- Technological innovation is desirable to ensure administration is reduced and automatised is increased.
- The capabilities to provide systems integration with minimal disruption to operations during the installation.
- Real time notifications and reporting is also a key desirable feature for Customers.
- The ability to provide optional physical and/or digital receipt of payment to verify the end-users' transactions.
- Payment cards must have the capabilities to possess the end-user's details to ensure personalisation and data capture. The cards must provide the end-user with the ability to make payments with flexibility of method that suits the individual.
- Payment cards – the supplier is expected to replace cards if requested within clearly communicated and agreed timeframes, as and when requested by the PfH member.
- The solutions should be capable of consolidating data to provide the total of receipts each day and outline each nature of payment.
- The solution is expected to have the capability to transfer the individual payment data for each receipt to the PfH member's specified systems.

- The Supplier should provide electronic statements of payment data or provide an alternative method and/or platform such as a native portal.
- Dedicated Account Management is required to support the PfH member, and its customers as required.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

Payments can be made through a variety of solutions, which offer the end-user flexibility, including the majority of and not limited to, the following:

- Cash
- Cheque
- Debit Card
- Credit Card
- BACS

Methods should provide flexibility and varied technological options, for example:

- Online / Internet
- Telephone
- Direct Debit
- Electronic Payment Cards with magnetic strip or barcode
- Barcoded letters / bills
- Pay by Link
- Cashless Networks
- Digital Application(s)
- Virtual Terminal

PfH members require data intellect and potentially IT support in respect of understanding payments, this can be achieved via MI reports or portal access. Real time notifications

and associated reports are preferred; members may need the ability to collate data when payments have occurred the previous day, which must be reconciled.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £12,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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

Outbound Payments - Prepaid Cards

Lot No

4

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services
- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards
- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 30199200 - Envelopes, letter cards and plain postcards
- 22455000 - ID cards
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The demand for an outbound payment solution for customers and residents of public bodies is considerable; an apt solution as an alternative to a cash payment is required. Public bodies demand the flexibility to load cards with varied yet appropriate values.

The Supplier must be able to offer, but not be limited to the following in addition to associated services:

- A variety of outlets where prepaid cards can be used with the ability to isolate application to a limited number of outlets or spend category as required by the Customer.
- The end-user must be provided the option to use the prepaid card at the point of a sale or via other means, which can include but is not limited to, online, contactless, Chip & PIN and telephone payments.

- Suppliers must be able to provide prepaid cards, that can facilitate ATM withdrawal transactions for end-users with the ability to restrict value as determined by the Customer.
- The Customer must be provided a scope of value, which permits flexibility to 'load' the prepaid card with a predetermined value that cannot be exceeded.
- Prepaid cards must be equipped with an expiry as agreed by the Customer with the option to withdraw from use or cancel if required by the Customer.
- Prepaid cards must have the ability to be re-loaded or as one-value use as required by the Customer.
- In the event of a prepaid card retaining value due to any reason, for example expiration, cancellation, or withdrawal, the funds will be transferred as to the Customer.
- Suppliers must have the ability to implement prepaid card schemes clearly within timeframes.
- Suppliers must have the ability to 'load' prepaid cards with funds within twenty-four (24) hours to compensate for emergencies either as a direct result of a mass disaster or personal circumstances.
- Technological innovation is desirable to ensure administration is reduced and automatised is increased, particularly in the form of digital prepayment cards.
- Reporting is a critical feature for Customers, who wish to be able to access operational data pertaining to prepaid cards with simplicity and ease. Various methods can be utilised as reporting channels however portals, native platforms, or downloadable reports are preferred.
- Prepaid cards must have the capability to possess the end-user's details to ensure personalisation and data capture. Suppliers should be able to have the capabilities to personalise and 'brand' prepaid cards in consultation with the 'Customer'.
- Suppliers must be able to provide channels of operational support in respect of both the Customer and the end-user.
- Competitive transaction fees and pricing both framework and bespoke as appropriate without preferably without a set-up fee.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £12,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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

Vouchers

Lot No

5

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards
- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 30199200 - Envelopes, letter cards and plain postcards
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 75000000 - Administration, defence and social security services
- 75310000 - Benefit services
- 30199770 - Luncheon vouchers
- 66151100 - Electronic marketplace retailing services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Vouchers and E-vouchers afford support within communities by delivering a means in which individuals can obtain assistance to purchase food, household items, or to pay for utilities or other expenses associated to fundamental living costs.

The Supplier must be able to offer, but not be limited to the following in addition to associated services:

- The provision of Vouchers and E-vouchers to the Customer for the purpose of dispersal to the end user.
- The supplier must be able to provide Vouchers or E-vouchers to the Customer ensuring Customer has the capability to request, manage and disperse swiftly but fundamentally securely.

- The capability to provide and manage voucher dispersal on behalf of the Customer, if requested.
- The scope of retailers should include, but not be limited to groceries, clothing, utilities, appliances, homeware, furniture, and cash out solutions.
- Multi means voucher dispersal to the Customer or end-user as agreed such as but not limited to QR code, email, app, text message or postal arrangement.
- Suppliers must be able to provide dedicated account management support to the Customer, in addition to support for the end-user, if required.
- Reporting is a critical feature for Customers and suppliers must have the capabilities to provide operational data via varied means such as portals, native platforms, downloadable reports and/or the facility of live reporting.
- Personalisation of Vouchers and E-Vouchers is preferred, with a platform tailored to the Customer.
- A cash out solution is required to equip the customer/resident with a facility to access emergency funds or can facilitate refunds in the instance of an overpayment.
- The supplier must have the capability to restrict how vouchers can be 'spent'. Public Sector Bodies may wish to exclude acts such as gambling as a duty of care measure.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £10,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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

Open Banking Services - Payment Initiation Services

Lot No

6

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services
- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards
- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 22455000 - ID cards
- 48100000 - Industry specific software package

- 48217000 - Transaction-processing software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The requirement for Open Banking Services is growing within the market in respect of Payment Initiation Services and the products offered; this lot will provide a gateway.

Lot 6 intends to also cater for services which include but are not limited:

Card Not Present (CNP) solutions. This solution is intended to permit but not be limited to the following, in addition to associated services:

- Compatible with non-attended POS terminals, such as car parking stations.
- Telephone and non-face-to-face payments.
- Online payment systems, which can generate and issue invoices that contain a link to an online payment system.
- Postal payments – Mail Orders
- Recurring payments whereby card details are captured for payments – for example, to pay a bill automatically.
- Technological innovation is desirable to ensure administration is reduced.
- Reporting is a critical feature for Customers. Various methods can be utilised as reporting channels however portals, native platforms, or downloadable reports are preferred.

Merchant Acquiring permits the ability to accept payments to receive funds directly to a stated bank account. Payment forms include most commonly but are not limited to credit card and debit card payments. Acquirers act as a critical step in the payment process and form the connection between merchants, payment networks and card issuers.

The following features are required for card acquiring services are as follows but are not limited to:

- Fees such as the 'Merchant Service Charge' (MSC) should be competitive and

transparent. The MSC should be able to state how the charge is constructed and can comprise of interchange fees and scheme fees, in addition to the cost the acquirer incurs for providing the services, plus margin.

- Call off contracts shall have a set pre-agreed term with the availability of optional extensions.
- The supplier must have provision to support the Customer in respect of Account Management.
- Onboarding and mobilisation should be a guided process to support the Customer through the process.
- When onboarding Customers the acquirer assumes the risks for permitting the Customer access to the card payment system and ensure regulations and legislation is adhered to. Acquirers should seek to protect the Customer by mitigating the risks of fraud and have checks and measures in place to reduce the risk of financial crimes and protect the strength and security of the payment system.
- Technological innovation is desirable to ensure administration is reduced.
- Reporting is a critical feature for Customers. Various methods can be utilised as reporting channels however portals, native platforms, or downloadable reports are preferred.
- Suppliers may propose and include value added services that are potentially appropriate to the Customer and customer base.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £12,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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

Debt Solutions - Assessments

Lot No

7

II.2.2) Additional CPV code(s)

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 85000000 - Health and social work services
- 66172000 - Financial transaction processing and clearing-house services
- 66151000 - Financial market operational services
- 66150000 - Financial markets administration services
- 79211200 - Compilation of financial statements services
- 64216110 - Electronic data exchange services
- 30237131 - Electronic cards

- 30160000 - Magnetic cards
- 30162000 - Smart cards
- 30199200 - Envelopes, letter cards and plain postcards
- 22455000 - ID cards
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of Lot 7 is to identify and mitigate risk of vulnerable customers via data collection and analytics. The solutions available via this lot should provide intelligent insight to public bodies to equip Customers to be able to ensure informed, ethical decisions are undertaken when assessing a person's debt or risk of debt.

Lot 7 intends to provide, but not be limited to the following solutions, in addition to associated services:

- Tenant vetting services to assess personal and financial status of a prospective tenant. This service should assess risk, provide identity verification, and advise an outcome accordingly.
- Credit checks to assess personal and financial status to inform as to an individual's profile. The solution should alert if an individual is considered vulnerable and inform the Customer to equip them as to how debt should be addressed.
- Ideal services for Customers and their residents are the availability of text messages, which act as reminders of payments that are due or have been missed.
- Suppliers appointed to the framework should be able to propose schemes and strategies to repay debt affordably and sustainably.
- Real time notifications are required to mitigate the risk of any recovery actions post payment and reduce resource that can be inaccurately manoeuvring to reclaim debt.
- Suppliers appointed to the framework should be able to provide a scope of data rich and

analytical solutions to identify and aid those identified as vulnerable.

- Appointed Suppliers must have access to multiple agency solutions to understand and inform as to a person's profile. Other agencies can include but are not limited to Open Banking Services and/or software; and Credit Reference Services and/or affiliated software.
- Response periods to provide a profile report should be within five (5) working days.
- Reporting is a critical feature for Customers. Various methods can be utilised as reporting channels however portals, native platforms, or downloadable reports are preferred.
- Live reporting features are preferable under Lot 7 – Debt Solution – Assessments.
- The appointed suppliers are expected to hold the facility to provide budgeting tools and practical advice to Customers.
- Dedicated support via Customer Account Management is a requirement of those appointed under this Lot.
- The response times for enquires, complaints, onboarding, and delivery of service and/or associated products must meet agreed KPIs and be clearly communicated.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £10,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

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: 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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

Envisaged maximum number of participants to the framework agreement: 23

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-013478](#)

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

Date

8 September 2023

Local time

5:00pm

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

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

8 September 2023

Local time

5:00pm

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

This Framework may be used by any contracting authority listed in or referred to in the FTS Notice. This includes: All current members of PfH at the time of the FTS notice for this procurement; Any registered provider of social housing (or Welsh registered social landlord, or Scottish registered social registered social landlord) that becomes a member of PfH during the period of the Framework Agreement; Any public authority (as defined in the Freedom of Information Act 2000 for public authorities in England, Wales, Northern Ireland and UK-wide public authorities based in Scotland, or as defined in the Freedom of Information (Scotland) Act 2002 for Scottish public authorities) that becomes a member of PfH at any time during the period of the Framework Agreement; Any local authority (as defined in the Local Government Act 1972 for public authorities in England and Wales or as defined in the Local Government (Scotland) Act 1973 for Scottish local authorities or as defined in the Local Government Act (Northern Ireland) 1972 for local authorities in Northern Ireland) that becomes a member of PfH at any time during the period of the Framework Agreement; Any housing Arm's Length Management Organisation (ALMO) that becomes a member of PfH during the period of the Framework Agreement; Any wholly owned subsidiaries of any of the above Organisations; educational establishments and any other contracting authority listed on the following page of the PfH website :

<http://procurementforhousing.co.uk/permissible-users/> at the time of the FTS notice for this procurement.

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=229998.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.mytenders.co.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:229998)

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

Cabinet Office

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>