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Tender

Outsourced Early Collections

THAMES WATER UTILITIES LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-026747

Procurement identifier (OCID): ocds-h6vhtk-03fb8b

Published 11 September 2023, 9:06am

Section I: Contracting entity

I.1) Name and addresses

THAMES WATER UTILITIES LIMITED

Reading

RG18DB

Contact

Thames Water

Email

procurement.supportcentre@thameswater.co.uk

Country

United Kingdom

Region code

UKJ11 - Berkshire

Companies House

02366661

Internet address(es)

Main address

www.thameswater.co.uk/

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.thameswater.co.uk/about-us/our-suppliers/procurement>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Outsourced Early Collections

Reference number

FA2061

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Thames Water is looking to partner with a sole supplier in the delivery outsourced early collections. The successful supplier will be able to support Thames Water's dynamic resource model with the ability to flex staff up and down within the financial year, specifically in line with peak billing months.

The contract is for both inbound and outbound collections and we require the supplier to be able to offer these services onshore.

The key objective of this contract is to support our customers through their journey with Thames Water and we are looking to partner with a supplier who has customers at the heart of their values and objectives. We want and aim to collect any customer debt in a socially responsible manner and strive to ensure all customers receive quality engagement and offered sustainable outcomes.

We are offering a 3 year initial term contract with the ability to extend up to an additional 2 years.

II.1.5) Estimated total value

Value excluding VAT: £6,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London
- UKJ - South East (England)

Main site or place of performance

Whole of the Thames Water region

II.2.4) Description of the procurement

Thames Water will be awarding a singular lot to a sole supplier, the volume anticipated will be circa 20-30FTE as standard with this increasing up to 90FTE as a maximum for our peak billing months (April- July).

The successful supplier will be expected to work on our systems and become a partner function to our already existing collections team, internal to Thames Water.

The initial term of the overall contract will be 3 years, with an option to extend by 2 years, in increments of 1 year periods.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £6,000,000

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

Duration in months

96

This contract is subject to renewal

Yes

Description of renewals

This contract will be for 36 months with a further two 12 months optional extension(s)

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

This contract will be for 36 months with a further two 12 months optional extension(s)

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

As detailed in section VI.3 and PQQ

III.1.6) Deposits and guarantees required

Bonds and/or parent company guarantees of performance and financial standing may be required

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

Specified in Invitation to Negotiate Document

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

Consortia may be required to form a legal entity prior to award

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 a single operator

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

28 September 2023

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

All suppliers who wish to respond to this contract notice must request a pre-qualification questionnaire (PQQ) by using the web link in

Section I.3 (www.thameswater.co.uk/procurement)

From your response to the link in Section I.3 or above, Thames Water's Procurement Support Centre will send you an email providing login details for our eSourcing system (i.e. IASTA Smartsource). To complete the PQQ you will need to login to IASTA Smartsource.

If the project requires it, you will receive an additional and separate survey to complete for Data Protection.

Note - The client may be Thames Water Utilities Limited or another company within the Kemble Water group structure.

VI.4) Procedures for review

VI.4.1) Review body

Thames Water Utilities Limited

Reading

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Thames Water Utilities Limited will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into.

The Utilities Contracts Regulations 2016 (SI 2016 No 274) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).