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Tender

Debt Collection Services

Dwr Cymru Cyfyngedig

F05: Contract notice – utilities

Notice identifier: 2021/S 000-030884

Procurement identifier (OCID): ocds-h6vhtk-03001b

Published 10 December 2021, 10:45pm

Section I: Contracting entity

I.1) Name and addresses

Dwr Cymru Cyfyngedig

Fortran Road, St Mellons

Cardiff

CF3 0LT

Email

Joanna.Bryant@dwrwymru.com

Telephone

+44 2920740450

Country

United Kingdom

NUTS code

UKL - Wales

National registration number

02366777

Internet address(es)

Main address

www.dwrcymru.com

Buyer's address

<https://dwrcymru-welshwater.bravosolution.co.uk/>

I.3) Communication

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

<https://dwrcymru-welshwater.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwrcymru-welshwater.bravosolution.co.uk>

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

Debt Collection Services

Reference number

DCWW1427

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

DCC is seeking an agency to provide Debt Collection Services - Live Debt. The agency will specialise in retrieving money owed by DCC's customers.

DCC will send unrecovered customer debt (domestic and commercial) to the agency once internal processes have been exhausted, or where it is considered that this has the best prospect of recovery.

The agency will deliver the services and quality performance DCC requires for its customers, including identifying affordability issues, encouraging customer take-up of appropriate tariffs and commit to activity and quality performance metrics.

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

Lot No

1

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1: Live Debt 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: No

II.2.11) Information about options

Options: Yes

Description of options

The agreement will be for an initial period of 3 years with the option to extend for a further 2 years (1 year + 1 year) at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

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

Lot No

2

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2: Live Debt 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: No

II.2.11) Information about options

Options: Yes

Description of options

The agreement will be for an initial period of 3 years with the option to extend for a further 2 years (1 year + 1 year) at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

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

Lot No

3

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 3: Specialist Debt Collection

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

The agreement will be for an initial period of 3 years with the option to extend for a further 2 years (1 year + 1 year) at the sole discretion of DCC. This means a possible total duration of 5 years if all options are taken.

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

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

14 January 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

Participation instructions — how to express interest in this opportunity.

1) Register your organisation on the DCC eSourcing Portal (this is only required once so please check whether there is an existing account registered for your organisation — multiple users can be added as required);

2) Express an interest in the opportunity:

— log in to the portal with your username and password,

— click the 'PQQs/ ITTs Open to all Suppliers' link,

— click on the relevant PQQ/ ITT to access the content,

— click the 'Express Interest' button at the top of the page — this will move the PQQ/ ITT into your 'My PQQs/ITTs' page (this is a secure area reserved for your projects only),

— you can now access any attachments by clicking 'Attachments' in the 'PQQ/ ITT details' box.

3) Responding to the Opportunity

— click 'My Response' under 'PQQ/ ITT details'. You can choose to 'Create response' or 'Decline to Respond',

— you can now use the messaging function to communicate with the buyer and seek any clarification,

- note the deadline for completion and follow the onscreen instructions to complete your response — there may be a mixture of online and offline actions for you to perform,
- you must then submit your reply using the 'Submit Response' button at the top of the page. Please Note the following
- you must download the documents yourself after you have expressed interest, they will not be sent to you,
- expressions of Interest will ONLY be accepted through the eSourcing Portal
- all documentation must be returned electronically via the eSourcing Portal,
- if you require any further assistance please consult the online help, or contact the eSourcing helpdesk using the contract information provided on the home page.

VI.4) Procedures for review

VI.4.1) Review body

Dwr Cymru Welsh Water

Fortran Road, St. Mellons,

Cardiff

CF3 0LT

Country

United Kingdom