

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/032927-2023>

Tender

Debt Recovery Services (DRS)

London and Quadrant Housing Trust

F02: Contract notice

Notice identifier: 2023/S 000-032927

Procurement identifier (OCID): ocids-h6vhtk-041671

Published 7 November 2023, 1:47pm

Section I: Contracting authority

I.1) Name and addresses

London and Quadrant Housing Trust

29 – 35 West Ham Lane

Stratford

E15 4PH

Contact

Procurement

Email

groupprocurement@lqgroup.org.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.lqgroup.org.uk>

Buyer's address

<https://www.in-tendhost.co.uk/lqsupplychainmanagement.aspx/Home>

I.3) Communication

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

<https://www.in-tendhost.co.uk/lqsupplychainmanagement.aspx/Home>

Additional information can be obtained from the above-mentioned address

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

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Debt Recovery Services (DRS)

Reference number

Head Office 00001674

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

The procurement of a debt recovery service and in-house tracing for former tenant debt customers who are no longer a resident with us to improve our overall collections performance across the Group. Our objectives from this procurement exercise are: • A DCA that can fulfil all the requirements. • Clear SLA and performance metrics in place for FTA collection (Monthly reporting cycle) • The ability to trace in-house before referring to the DCAs (this could be through a DCA portal) London and Quadrant Housing Trust is conducting this procurement on behalf of itself and all of its group entities

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

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

Debt collection services

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

24

This contract is subject to renewal

Yes

Description of renewals

2 x 12 month extensions available.

II.2.10) Information about variants

Variants will be accepted: Yes

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.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

APPOINTMENTS AND TRAINING OF ENFORCEMENT AGENTS & CONDITIONS OF SERVICE• The Enforcement Company will be a member of the Civil Enforcement Association and Credit Services Association. They should also hold the following accreditations1. UKAS ISO 9001 – Quality Management Systems2. UKAS ISO 27001 – Information Security Management Systems3. UKAS ISO 14001 – Environmental Management Systems4. CHAS (Contractors Health & Safety Assessment Scheme) or5. UKAS OHSAS 18001 Occupational Health and Safety Management Systems6. Working towards Investor in People (IIP) organisation • The Enforcement Agent must be registered under and conform to all the requirements of the Data Protection Act 2018 and GDPR. • The Service Provider(s), or any Enforcement Agent employed by them, must not subcontract any of the work authorised to be carried out by L&Q. • The Enforcement Agent shall ensure that staff employed by them receives sufficient training to ensure they have proper knowledge and an understanding of the relevant legislation and national standards. All employees must understand their role in the contract when acting as the representative of L&Q. • Enforcement Agents shall be able to advise debtors where they can obtain debt advice within their area. • Enforcement Agents shall behave in a courteous, professional & discreet manner at all times.

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.1.8) 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

15 December 2023

Local time

11:59pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

16 December 2023

Local time

9:00am

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

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of justice

London

WC2A2LL

Country

United Kingdom