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Tender

## **Debt Recovery Services (DRS)**

London and Quadrant Housing Trust

F02: Contract notice

Notice identifier: 2023/S 000-032927

Procurement identifier (OCID): ocds-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](mailto: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/asp/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/asp/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

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## **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

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## **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