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Contract

Services-Framework-High Court Enforcement and Bailiff Services

United Utilities Water Limited

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-037102

Procurement identifier (OCID): ocds-h6vhtk-0333d0

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Section I: Contracting entity

I.1) Name and addresses

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

Contact

Oliver Marsden

Email

Oliver.Marsden@uuplc.co.uk

Country

United Kingdom

Region code

UKD - North West (England)

National registration number

02366678

Internet address(es)

Main address

<https://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Services-Framework-High Court Enforcement and Bailiff Services

Reference number

PRO004599

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

United Utilities Water Limited (Uuw) are looking to award agreements to 2 High Court Enforcement suppliers to deliver high performing recoveries management. Suppliers will

be expected to fully utilise the powers of recovery granted under the 2007 Courts and Tribunals Act to maximise the level of collections for U UW to recover outstanding charges from a segment of its household customer base, whilst at the same time ensuring that U UW's CMEx performance is not adversely affected. The scope of the delivery of this service will include but is not limited to the following areas;

- Collections
- Compliance
- Vulnerability training and awareness
- System integration
- Reporting
- Complaints handling
- Invoicing and payment processing
- Customer payment method and self-service options
- Data and segmentation
- Continual innovation

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

- UKD - North West (England)

II.2.4) Description of the procurement

A key part of U UW's strategy is to recover outstanding charges from household

customers via the use of High Court Enforcement Officers and the powers that they have. The supplier will be expected to follow Regulatory classifications and guidelines to fully utilise the powers of recovery granted under the 2007 Courts and Tribunals Act, to maximise the level of collections for U UW whilst at the same time ensuring that U UW's CMEx performance is not adversely affected. Extensive segmentation within U UW's debt manager system ensures that only customers with certain attributes are progressed down this route. This segmentation takes into account the customer's credit score, behavioural score, home ownership and employment status. Only U UW customers who are deemed to have the ability to pay and are wilfully avoiding payment are progressed down this route. As such, U UW do not expect to see vulnerable customers, particularly financially vulnerable customers going through this strategy. However, if vulnerable customers are placed through this strategy, we do expect them to be treated in a way which provides the required level of protection. All agents must be trained to the highest standards and ensure that they identify any potential vulnerability and claims of vulnerability and where required refer the customer/debtor to a prescribed support group or the third sector.

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 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

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-003546](#)

Section V. Award of contract

Contract No

1

Title

Services-Framework-High Court Enforcement and Bailiff Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2023

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2023

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England & Wales

City of Westminster

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

United Utilities

Warrington

WA5 3LP

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

United Utilities

Warrington

Country

United Kingdom