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Contract

Supply of Enforcement Agents/Debt Collection Services to Norwich City Council

Norwich City Council

F03: Contract award notice

Notice identifier: 2024/S 000-037594

Procurement identifier (OCID): ocids-h6vhtk-04bd78

Published 20 November 2024, 5:36pm

Section I: Contracting authority

I.1) Name and addresses

Norwich City Council

City Hall

NORWICH

NR21NH

Email

procurement@norwich.gov.uk

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply of Enforcement Agents/Debt Collection Services to Norwich City Council

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Supply of Enforcement Agents/Debt Collection Services to Norwich City Council.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £500,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH15 - Norwich and East Norfolk

II.2.4) Description of the procurement

Enforcement agent provision for the Council to achieve a service that is of the highest standard and complies with all legislative requirements. Further competition under the CCS Debt Resolution Services (RM6226) Framework - Lot 5: Enforcement Services.

II.2.5) Award criteria

Quality criterion - Name: Customer Focus / Weighting: 20

Quality criterion - Name: Management Systems / Weighting: 10

Quality criterion - Name: Staff Performance / Weighting: 10

Quality criterion - Name: ICT Systems / Technology / Processes / Weighting: 10

Quality criterion - Name: Demonstrating Value / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Resource Capability / Weighting: 20

Price - Weighting: 10

II.2.11) Information about options

Options: Yes

Description of options

Initial contract term is for two years with an option to extend for a further two years (to 2028).

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Further competition call-off from an existing framework with Crown Commercial Services. The framework itself was published in the Official Journal of the European Union or the Find a Tender service and an award notice was issued for the successful suppliers. Is a fully compliant framework the Council can call-off from for above and below threshold procurements.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

NRW/20756

Title

Supply of Enforcement Agents/Debt Collection Services to Norwich City Council

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Jacobs Enforcement Ltd

Wirral

Country

United Kingdom

NUTS code

- UKD74 - Wirral

Companies House

15480247

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £500,000

Section V. Award of contract

Contract No

NRW/20756

Title

Supply of Enforcement Agents/Debt Collection Services to Norwich City Council

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Marston (Holdings) Limited

Birmingham

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Companies House

04305487

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £500,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Norwich City Council

Norwich

Country

United Kingdom