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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): ocds-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](mailto: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/asp/Home>

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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**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).

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## **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

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## **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

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**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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Norwich City Council

Norwich

Country

United Kingdom