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Tender

The Provision of Debt Management and Sheriff Officer Services

Glasgow City Council

F02: Contract notice

Notice identifier: 2024/S 000-039417

Procurement identifier (OCID): ocds-h6vhtk-04c2fb

Published 6 December 2024, 12:23pm

Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Contact

David Hart

Email

david.hart@glasgow.gov.uk

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.glasgow.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

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

The Provision of Debt Management and Sheriff Officer Services

Reference number

GCC005823CPU

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Glasgow City Council invites suitably qualified and experienced suppliers to submit bids for the provision of Debt Management and Sheriff Officer Services.

The contract has been allocated into 7 separate lots :

Lot 1 – Council Tax (First Placement)

Lot 2 – Council Tax (Second Placement)

Lot 3 - Non Domestic Rates (NDR)

Lot 4 – Sundry Debt

Lot 5 - Fixed Penalties

Lot 6 – Housing Benefit Overpayments

Lot 7 – Sheriff Officers (not connected to Lots 1 - 6)

II.1.5) Estimated total value

Value excluding VAT: £5,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 6

II.2) Description

II.2.1) Title

Council Tax (First Placement)

Lot No

1

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer for collection of unpaid council tax. The supplier of Lot 1 will receive the majority of council tax cases; however it is anticipated that the prospects of successful collection will be high. The caseload will mainly consist of the following:

- customers who have a history of payment activity or customers who have fallen into arrears for the first time
- customers who have vacated the property and may require to be traced

The caseload may also contain customers that are liable to pay council tax on unoccupied properties. This caseload may include customers that are subject to an additional 100%

charge for long term empty properties and second homes. The successful supplier will assist the council with collection of debt in these cases and where appropriate trace absent owners.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 25%

Quality criterion - Name: Challenges and Innovation / Weighting: 5%

Quality criterion - Name: Performance / Weighting: 12%

Quality criterion - Name: Sheriff Officer Services / Weighting: 5%

Quality criterion - Name: Communication / Weighting: 3%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2) Description

II.2.1) Title

Council Tax (Second Placement)

Lot No

2

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer that has the ability to investigate and initiate council tax collection from customers with a history of non-payment.

The supplier will assist the council in the collection of council tax by taking a holistic and innovative approach to investigation, confirming liability and recovery and collection.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 30%

Quality criterion - Name: Challenges and Innovation / Weighting: 8%

Quality criterion - Name: Performance / Weighting: 15%

Quality criterion - Name: Sheriff Officer Services / Weighting: 5%

Quality criterion - Name: Communication / Weighting: 7%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 15%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2) Description

II.2.1) Title

Non-Domestic Rates

Lot No

3

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer to assist the council in the collection of Non-Domestic Rates, Business Improvement Districts (BIDS), Civil penalties and the Visitor Levy. They will take a holistic and innovative approach to investigation, confirmation of liability, recovery and collection.

The Lot 3 supplier will provide collection and recovery services for customers liable to pay Business Improvement Districts (BIDS) within the Glasgow City boundary.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 25%

Quality criterion - Name: Challenges and Innovation / Weighting: 5%

Quality criterion - Name: Performance / Weighting: 12%

Quality criterion - Name: Sheriff Officer Services / Weighting: 5%

Quality criterion - Name: Communication / Weighting: 3%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 30%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2) Description

II.2.1) Title

Sundry Debt

Lot No

4

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner for collection of unpaid Accounts Receivable or Sundry Debts. The council and its Affiliated Bodies provide a wide range of services that are subject to invoice and collection processes. The successful supplier will assist the council in the collection of unpaid invoices issued by council departments or affiliated bodies.

The council may also be required to administer and collect a range of sundry charges introduced during the period of this framework agreement. Additional levy's or any other additional fees administered by the council family will also be included in the scope of this lot.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Challenges and Innovation / Weighting: 5%

Quality criterion - Name: Performance / Weighting: 10%

Quality criterion - Name: Communication / Weighting: 5%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 40%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2) Description

II.2.1) Title

Fixed Penalties

Lot No

5

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer that has the ability to investigate and initiate collection from debtors who have failed to make full payment of a Penalty Charge Notice and/or Bus Lane Charge Notice.

The successful supplier will also provide collection and enforcement services to any similar new scheme where a fixed penalty is applied.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Challenges and Innovation / Weighting: 4%

Quality criterion - Name: Performance / Weighting: 10%

Quality criterion - Name: Sheriff Officer Services / Weighting: 4%

Quality criterion - Name: Communication / Weighting: 2%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 40%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2) Description

II.2.1) Title

Sheriff Officers (not connected to Lots 1 - 6)

Lot No

7

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks to appoint a supplier to provide Sheriff Officer services to a framework for the execution of general citation and diligence services for the council not connected to Lots 1-6.

The successful supplier will commit sufficient resources to the work allocated in order to meet the service level requirements of this contract.

II.2.5) Award criteria

Quality criterion - Name: Compliance with the Scope of Services / Weighting: 1%

Quality criterion - Name: Capability / Weighting: 10%

Quality criterion - Name: Key Personnel / Weighting: 14%

Quality criterion - Name: Key Contact / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 20%

Quality criterion - Name: Quality Control / Weighting: 10%

Quality criterion - Name: Technology / Weighting: 10%

Quality criterion - Name: Data Protection / Weighting: 10%

Quality criterion - Name: Added Value / Weighting: 10%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 0%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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

II.2) Description

II.2.1) Title

Housing Benefit Overpayments

Lot No

6

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer for collection of unpaid Housing Benefit Overpayments (HBOP).

The council administers and pays Housing Benefit (HB) to public and private sector tenants and landlords on behalf of the Department for Work and Pensions.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Challenges and Innovation / Weighting: 4%

Quality criterion - Name: Performance / Weighting: 10%

Quality criterion - Name: Sheriff Officer Services / Weighting: 4%

Quality criterion - Name: Communication / Weighting: 2%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 40%

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

Bidders must comply with the undernoted financial requirements in order to participate in the tendering process:-

There is a minimum financial requirement that affects trading performance and balance sheet strength. Financial requirements for trading performance and balance sheet strength should be calculated on latest filed accounts with Companies House.

Trading Performance

An overall positive outcome on pre tax profits over a 2 year period. Exceptional items can be excluded from the calculation.

The above would be expressed in the ratio Pre-Tax Profit/Turnover.

Balance Sheet Strength

Net worth of the organisation must be positive at the time of evaluation and organisation must not be subject to an insolvency process. Intangibles can be included for purposes of the Total Assets figure. The above would be expressed in the ratio Total Assets/Total Liabilities.

Companies that are only required to file abbreviated accounts, must submit full sets of accounts in order for the two year profitability requirement to be verified.

A bidder should have no outstanding issues, with regard to statutory filing requirements with Companies House.

Bidders who have been trading for less than the 2 years noted above must provide evidence that they are complying with the above minimum financial requirements for the period in which they have been trading.

Bidders who do not comply with the above financial requirements but are part of a Group, can provide a Parent Guarantee if the Parent company satisfies the financial requirements stipulated above.

The council reserves the right, at its own discretion, to seek such other information from

the Bidder in accordance with Regulations 61(7) or Regulation 61 (8) of the Public Contracts (Scotland) Regulations 2015 to prove the bidder's economic and financial standing.

It is a requirement of this contract that bidders hold, or commit to obtain prior to the commencement of any subsequently awarded contract the types of levels of insurance below. These apply to all Lots.:

Employer's Liability insurance to the value of at least TEN MILLION POUNDS STERLING (GBP 10,000,000)

Public Liability Insurance to the value of at least FIVE MILLION POUNDS STERLING (GBP 5,000,000)

Professional Indemnity Insurance to the value of at least FIVE MILLION POUNDS STERLING (GBP 5,000,000)

A financial liability insurance package that includes Crime and Cyber risks.

Please note – while Bidders may have standalone policies for each of the listed insurance elements, others will have them included with their public liability insurance. Where this is the case, Bidders must ensure that each of the insurance elements is explicitly stated and described in the relevant policy.

III.1.3) Technical and professional ability

Minimum level(s) of standards possibly required

Bidders are required to provide 2 examples of high volume Local Authority debt collection in the last 5 years.

Relevant examples should demonstrate an understanding of the challenges encountered when dealing with public sector debt and show proven solutions and results.

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

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 10

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

14 January 2025

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 14 May 2025

IV.2.7) Conditions for opening of tenders

Date

14 January 2025

Local time

12:00pm

Place

Glasgow City Chambers

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: October 2028

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The following Affiliated Bodies may participate in this framework agreement: City Parking (Glasgow) LLP; City Property (Glasgow) LLP and City Property (Investments) LLP.

Supplementary to the per Lot award criteria outlined in Section 2 bidders must hold, commit to obtaining by the point of contract award or comply (as appropriate) with the following award criteria requirements;

Lots 1-6 inclusive;

- Must be Payment Card Industry Data Security Standard (PCI DSS) compliant
- Must hold Transport Layer Security 1:2 (TLS) or Higher
- Must accept and utilise the councils Secure File Transfer Protocol (SFTP) for the transfer of data
- Must be Cyber Essentials or Cyber Essentials Plus Certified or Equivalent
- Must be Accredited by; UK Credit Services Association, Financial Conduct Authority or Equivalent
- Must be a Member of the Society of Messengers-at-Arms & Sheriff Officers or alternate or successor body
- Must hold commissions to operate in the Sheriffdom of Glasgow and Strathkelvin

- Must commit to providing a minimum of 4 sheriff Officers

Lot 7

- Must hold Transport Layer Security 1:2 (TLS) or Higher
- Must accept and utilise the councils Secure File Transfer Protocol (SFTP) for the transfer of data
- Must be Cyber Essentials or Cyber Essentials Plus Certified or Equivalent
- Must be a Member of the Society of Messengers-at-Arms & Sheriff Officers or alternate or successor body
- Must hold commissions to operate in the Sheriffdom of Glasgow and Strathkelvin
- Must commit to providing a minimum of 4 sheriff Officers

The buyer is using PCS-Tender to conduct this ITT exercise. The Project code is 28126. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Please refer to the ITT document for detail on the Community Benefits requirements.

(SC Ref:785080)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court and Justice of the Peace Court

PO Box 23, 1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/glasgow-sheriff-court-and-justice-of-the-peace-court>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council (“the Council”) must, by notice in writing as soon as possible after the decision has been made, inform all tenderers and candidates concerned of its decision to conclude the framework agreement. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 (“the Regulations”). The Council is obliged to comply with the Regulations and any eligible economic operator can bring an action in the Sheriff Court or the Court of Session where as a consequence of a breach by the Council, suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period means that the Council must not conclude the framework agreement unless the proceedings are determined, discontinued or disposed of; or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic Operators can write to the Council seeking further clarification on the notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own independent legal advice when they consider appropriate to do so.