

Questions asked with Responses

DEBT COLLECTING SERVICES

(Reference 000112)

RESPONSES TO QUERIES BEFORE QUESTIONS DEADLINE

email procurement@tendringdc.gov.uk if your question has not been included.

Listed below are the questions asked with our responses:-

We note that the documentation states we need to confirm ability to meet the specification including “To collect debts due to the Council following successful registration at the Traffic Enforcement Centre whilst adhering to Taking Control of Good Regs 2014”. We are aware of your arrangements with NEPP and are confused as to this additional service requirement, so could we ask:

- a. Are the cases you are looking to refer for a road traffic/parking offence type which falls outside of the remit of NEPP? If so can you please advise which type of offence(s) they are?

[Off street parking offences restricted to Tendring District Council car parks.](#)

- b. Are these debts expired warrants which have gone through the TCOG process, and fall outside of TCOG debts and would be more a debt collection type process required?

[These are debts that haven't gone through the Taking Control of goods act.](#)

We note the evaluation criteria is 40 points confirming we can meet the requirements and supporting statement, and 60 points will be awarded for percentage recovery/collection rate.

- 1) Can you please advise of the scoring methodology itself when you are assessing the supporting statement element as this appears to be missing, so we can understand what is required to achieve the highest score? [Provide evidence of how you currently adhere to the statements and how you will apply this to the contract and how this will benefit Tendring District Council](#)
- 2) Can you please indicate which question the 60 points will be awarded against as we cannot see a specific question which seems to be asking for bidders to provide anticipated collection rates, nor a collection rate calculation for all bidders to use ensuring all bidders bid on an equal basis. ***To maintain a collection rate in excess of 30% of total cases supplied by***

the Council in each 12 month period. Please submit %of collection rate you currently achieve and proposed % rate you will maintain for this contract.

Are you looking at recovery through the County Courts or Magistrates Court? **Neither, Traffic Enforcement Centre.**

Can you please confirm if this is in relation to Warrants of Control issued for PCN's? **Yes**

Can Tendring please confirm how the collection rate is calculated? **Number of cases issued to bailiff compared to collection rate**

Please can Tendring confirm which back office/notice processing and payment system(s) you use? **Chipside**

Please can you advise if there is a Page or word limit when providing information to support each response? **There is a limit 20mb for each email.**

Please can the Council provide a copy of your GDPR Policy?
<https://www.tendringdc.gov.uk/sites/default/files/documents/council/foi%20%26%20data%20protection/Data%20Protection%20Policy%202018.pdf>

Can you please advise what your parking notice processing system is? **Chipside**

The draft contract did not appear to be attached – please can this be provided? **On Website**

Please could the Council confirm of this service is already being supplied, and for what reason the Council is seeking to appoint a new supplier? **End of contract**

With 60% of the evaluation based on **percentage recovery/collection rate**, please can the Council confirm exactly what needs to be provided in order to be evaluated? Are the Council seeking recovery rates of suppliers current contracts, or details of the estimated recovery rates for this contract? If it is the former, please can the Council confirm how these recovery rates will be validated? **We would expect both with current contracts checked with clients**

Please can the Council confirm which notice processing system is used? **Chipside**

Please would you let us know what fees the previous supplier charged? **We would expect the fees to be based on your companies pricing structure.**

Would the Council accept enforcement of the warrant of execution through a third party? **No**

Your draft contract mentions suppliers having DBS checks as the Council is a safeguard for vulnerable children and adults. Is that section relevant for this tender? **Yes**

Do you have a specific portal for suppliers to use to give and receive instructions/ updates? **No**

The quote or contract does not mention any likely fees the Council would like the supplier to charge. Is there any further information you can provide on this? **No**

To respond, do we just need to provide a supporting statement confirming the 9 bullets points listed in the specification. Please confirm if there is a word limit for our statement. [Yes we would require you to answer, but there is no word limit.](#)

Do you require any pricing information within our response? [Yes](#)