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Planning

SWL Debt Recovery Services

Croydon Health Services NHS Trust
Kingston and Richmond Hospital NHS Foundation Trust
Epsom and St Helier University Hospitals NHS Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-004548

Procurement identifier (OCID): ocds-h6vhtk-06094a

Published 19 January 2026, 5:49pm

Scope

Reference

C415520

Description

South West London Procurement Partnership (SWLPP) on behalf of the 4 Trusts in South West London, is entering into market engagement to gain insight into the market for the following debt collection services, which will inform the strategy for the forthcoming tender, which may include 1 or all of the Trusts:

1. Overseas patient debt
2. Private patient debt
3. Staff salary overpayments

The aim is to gauge market interest, obtain preliminary information from potential bidders around the proposed service and understand feasibility. This feedback will be used to inform the draft specifications.

Total value (estimated)

- £5,000,000 excluding VAT
- £6,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2028
- Possible extension to 31 August 2030
- 4 years

Main procurement category

Services

CPV classifications

- 79940000 - Collection agency services

Contract locations

- UKI - London
-

Engagement

Engagement deadline

20 February 2026

Engagement process description

SWLPP is interested in engaging with suppliers of debt recovery services to understand the breadth of the market and to explore opportunities for innovation and service improvement, as well as any other considerations/risks in the proposed approach.

SWLPP is utilising an electronic tendering tool to manage this RFI exercise and communicate with potential providers. Accordingly, there will be no hard copy documents issued to potential providers and all communications with the Contracting Authority, including RFI submissions, will be conducted via Atamis: <https://health-family.force.com/s/Welcome>

If you have already registered on the system (e.g. to access contracts with another Health Family organisation) then there is no need to re-register.

If you have not already done so you should now register as a Supplier on the shared system.

You can register here: <https://health-family.force.com/s/Welcome>

It is free to register on the portal and it can be accessed at any time of day providing you have a working internet connection. If you find that you need any advice or support in registering please contact the Atamis helpdesk using the following details:

Phone: 0800 9956035

E-mail: support-health@atamis.co.uk

Opening times 8am - 6pm

An Atamis Supplier guide can be accessed by clicking on this link:

<https://atamis-1928.my.salesforce.com>

Submission

Publication date of tender notice (estimated)

6 April 2026

Contracting authorities

Croydon Health Services NHS Trust

- Public Procurement Organisation Number: PPHP-9287-GXBV

Croydon University Hospital, 530 London Road

Croydon

CR7 7YE

United Kingdom

Email: kitty.whitehead@stgeorges.nhs.uk

Website: <https://www.croydonhealthservices.nhs.uk/>

Region: UKI62 - Croydon

Organisation type: Public authority - central government

Kingston and Richmond Hospital NHS Foundation Trust

- Public Procurement Organisation Number: PNBL-5529-JNMP

Procurement Department, Vera Brown House

Kinston Upon Thames

KT2 7QB

United Kingdom

Email: kitty.whitehead@stgeorges.nhs.uk

Website: <https://www.kingstonhospital.nhs.uk/>

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Organisation type: Public authority - central government

Epsom and St Helier University Hospitals NHS Trust

- Public Procurement Organisation Number: PHXG-5364-LDTD

Dorking Road

Epsom

KT18 7EG

United Kingdom

Email: kitty.whitehead@stgeorge.nhs.uk

Website: <https://www.epsom-sthelier.nhs.uk/>

Region: UKJ26 - East Surrey

Organisation type: Public authority - central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

St George's University Hospitals NHS Foundation Trust

Summary of their role in this procurement: Hosting South West London Procurement Partnership and contract engagement

- Public Procurement Organisation Number: PDCW-3725-ZVCP

Blackshaw Road, Tooting

London

SW17 0QT

United Kingdom

Email: kitty.whitehead@stgeorges.nhs.uk

Website: <https://www.stgeorges.nhs.uk/>

Region: UKI34 - Wandsworth

Contact organisation

Contact Croydon Health Services NHS Trust for any enquiries.