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Planning

Debt Resolution Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-004890

Procurement identifier (OCID): ocds-h6vhtk-029a8b

Published 10 March 2021, 10:56pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Debt Resolution Services

Reference number

RM6226

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service, as the Authority, intends to put in place an agreement for the provision of Debt Resolution Services for use by all UK public sector bodies.

The key core services may include;

- Debt Prevention Services
- Managed Debt Collection Services (managing multiple collection agencies)
- Debt collection agency Services (including International Collections)
- Enforcement / warrant recovery services
- Debt Analytics (including open-banking and complimentary data and analytics)
- Data aggregation and analysis services
- Debt analytics / solutions software and integration
- Spend Recovery Analysis
- Debt Business Process Outsourcing

- Fraud and Error Prevention and Analysis
- Debt advice and guidance services

The lot structure of this framework will be determined as a result of the market engagement.

Further information is included in the Additional Information section VI.3.

II.1.5) Estimated total value

Value excluding VAT: £550,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48440000 - Financial analysis and accounting software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 66171000 - Financial consultancy services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 72212100 - Industry specific software development services
- 72212211 - Platform interconnectivity software development services
- 72212400 - Business transaction and personal business software development services
- 72212440 - Financial analysis and accounting software development services
- 72212441 - Financial analysis software development services
- 72212442 - Financial systems software development services
- 72212443 - Accounting software development services
- 72212460 - Analytical, scientific, mathematical or forecasting software development services
- 72212461 - Analytical or scientific software development services

- 72212462 - Mathematical or forecasting software development services
- 72212480 - Sales, marketing and business intelligence software development services
- 72212482 - Business intelligence software development services
- 72212610 - Database software development services
- 72212730 - Security software development services
- 72212731 - File security software development services
- 72212732 - Data security software development services
- 72212900 - Miscellaneous software development services and computer systems
- 72212990 - Spreadsheets and enhancement software development services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72225000 - System quality assurance assessment and review services
- 72300000 - Data services
- 72310000 - Data-processing services
- 72311000 - Computer tabulation services
- 72311100 - Data conversion services
- 72312000 - Data entry services
- 72312100 - Data preparation services
- 72312200 - Optical character recognition services
- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72315000 - Data network management and support services
- 72315100 - Data network support services
- 72315200 - Data network management services
- 72316000 - Data analysis services
- 72317000 - Data storage services

- 72318000 - Data transmission services
- 72319000 - Data supply services
- 72320000 - Database services
- 72321000 - Added-value database services
- 72322000 - Data management services
- 72330000 - Content or data standardization and classification services
- 73000000 - Research and development services and related consultancy services
- 73100000 - Research and experimental development services
- 73110000 - Research services
- 73120000 - Experimental development services
- 73200000 - Research and development consultancy services
- 73210000 - Research consultancy services
- 73220000 - Development consultancy services
- 73300000 - Design and execution of research and development
- 75000000 - Administration, defence and social security services
- 75100000 - Administration services
- 75110000 - General public services
- 75112000 - Administrative services for business operations
- 75120000 - Administrative services of agencies
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 79100000 - Legal services
- 79110000 - Legal advisory and representation services
- 79111000 - Legal advisory services
- 79112000 - Legal representation services
- 79140000 - Legal advisory and information services

- 79200000 - Accounting, auditing and fiscal services
- 79210000 - Accounting and auditing services
- 79211000 - Accounting services
- 79211100 - Bookkeeping services
- 79211200 - Compilation of financial statements services
- 79212000 - Auditing services
- 79212100 - Financial auditing services
- 79212200 - Internal audit services
- 79212400 - Fraud audit services
- 79223000 - Custom broker services
- 79311400 - Economic research services
- 79313000 - Performance review services
- 79330000 - Statistical services
- 79342400 - Auction services
- 79342410 - Electronic auction services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services
- 79412000 - Financial management consultancy services
- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre
- 79570000 - Mailing-list compilation and mailing services
- 79571000 - Mailing services
- 79620000 - Supply services of personnel including temporary staff

- 79621000 - Supply services of office personnel
- 79700000 - Investigation and security services
- 79720000 - Investigation services
- 79721000 - Detective agency services
- 79940000 - Collection agency services
- 79994000 - Contract administration services

II.2.3) Place of performance

NUTS codes

- UK - UNITED KINGDOM

II.2.4) Description of the procurement

Debt Resolution Services

II.3) Estimated date of publication of contract notice

5 April 2021

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This Prior Information Notice (PIN) is for information only. This PIN replaces the previous PIN issued on the 01/07/2020 under OJEU Notice Reference 2020-041425.

Please note that for this and all new UK procurement opportunities which are launched after 23:00 on 31 December 2020, CCS will be required to publish notices relating to those procurements on the new UK Find a Tender Service (FTS). Notices will not be published on Tenders Electronic Daily (TED).

You are therefore advised to monitor FTS and Contracts Finder for the notification of the release of the ITT documents for this procurement.

FTS, www.find-tender.service.gov.uk will go live and available for public use from 23:00 on 31 December 2020.

Further information can be found at <https://www.gov.uk/guidance/public-sector-procurement-from-1-january-2021>