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Planning

Contract for the provision of Debt Collection Services

Home Office

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

Notice identifier: 2025/S 000-008627

Procurement identifier (OCID): ocds-h6vhtk-04eb44 ([view related notices](#))

Published 11 March 2025, 8:34am

Scope

Reference

project_18803

Description

The Home Office seeks a commercial partner(s) for the provision of debt collections services. Debt owed to the Authority (the Home Office) arises in a number of ways: through non-payment or late payment of invoices, fines and penalties, licence fees and other charges, or from the failure of individuals to repay loans. Individuals and organisations may reside within the UK or overseas.

The Home Office has in the past established debt management and collections service suppliers for debt recovery services in respect of its aged debt. Such services include the handling of court recovery procedures on behalf of the Home Office and the provision of other debt recovery services to facilitate the recovery of both invoiced and other forms of debt, and to reduce the average debtor payment time.

The content of this Notice, including the nature of works and services including start date

of contract, may be the subject to change.

The contract is expected to commence in December 2025 and is expected to be in place until December 2028.

Total value (estimated)

- £500,000 excluding VAT
- £600,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 31 December 2025 to 30 December 2028
- Possible extension to 30 December 2029
- 4 years

Main procurement category

Services

CPV classifications

- 79940000 - Collection agency services
- 75242000 - Public law and order services
- 66000000 - Financial and insurance services
- 79100000 - Legal services

- 98000000 - Other community, social and personal services
- 75231240 - Probation services

Contract locations

- UK - United Kingdom
-

Engagement

Engagement deadline

16 May 2025

Engagement process description

It is our intention to invite those suppliers that express an interest in this procurement to complete an initial Supplier Questionnaire, subject to parties signing a Non-Disclosure Agreement. The Authority will then take the decision on whether we wish to conduct further market engagement activities i.e. Industry Day and subsequent 1:1 engagement sessions with prospective bidders.

1. To express an interest, participants must first be registered on the Home Office eSourcing Suite. If you have not yet registered, this can be done online at <https://homeoffice.app.jaggaer.com/web/login.html> by following the Register Here Link. Please note that, to register, you must have a valid DUNS number (as provided by Dun and Bradstreet) for the organisation which you are registering and who will be entering into a contract if invited to do so.

2. Email: ASRAProcurementTeam@homeoffice.gov.uk

Title of email: Debt Collection Services - Expression of Interest

Email to include: Organisation name, Contact name, E-mail address and telephone number.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

23 June 2025

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Asylum Support Procurement Team

Email: ASRAProcurementTeam@homeoffice.gov.uk

Website: <http://www.gov.uk/home-office>

Region: UKI32 - Westminster

Organisation type: Public authority - central government