

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014937-2025>

Planning

RM6366 Debt Resolution Services 2

Crown Commercial Service

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

Notice identifier: 2025/S 000-014937

Procurement identifier (OCID): ocds-h6vhtk-050270 ([view related notices](#))

Published 14 April 2025, 12:53pm

Scope

Reference

RM6366

Description

This is for any central government or wider public sector organisation looking for effective debt recovery such as collections, enforcement, data services, spend analytics and recovery.

This agreement has several lots that will give you Financial Conduct Authority (FCA) regulated access to debt collection agents for fair, ethical and sustainable recoveries. This includes:

debt collection

process servers

access to Enforcement Conduct Board approved enforcement services

spend analytics and recoveries (SARS)

With specialist lots dedicated to:

accounts payable

telecoms review

general ledger review

utilities review

specialist VAT review

data services for search and report to maximise collections

This 4-year closed framework agreement provides access to all types of recovery services for use across all debt streams, to maximise the collection of funds owed to central government and the wider public sector. With input from the Government Debt Management Function, Money and Pension Service, and third-sector partners, the framework is designed to maximise collections and to ensure fair treatment and sustainability of payment plans.

Commercial tool

Establishes a framework

Total value (estimated)

- £166,666,667 excluding VAT
- £200,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 December 2025 to 30 November 2029

- 4 years

Main procurement category

Services

CPV classifications

- 66000000 - Financial and insurance services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

5 May 2025

Engagement process description

A webinar was held on 09/01/25. Slides and a transcript of the session were made available via the upcoming agreement webpage. There is also a mailbox (drs2procurement@crowncommercial.gov.uk) which periodically answers new queries and collates feedback from the market.

<https://www.crowncommercial.gov.uk/agreements/RM6366>

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

14 May 2025

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: +44 3454102222

Email: supplier@crowncommercial.gov.uk

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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government