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Planning

## **Debt Resolution Services 2**

The Minister for the Cabinet Office acting through Crown Commercial Service

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-015589

Procurement identifier (OCID): ocids-h6vhtk-045a21

Published 16 May 2024, 2:39pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

#### **Email**

[drs2procurement@crowncommercial.gov.uk](mailto:drs2procurement@crowncommercial.gov.uk)

#### **Telephone**

+44 3454102222

#### **Country**

United Kingdom

#### **Region 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

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Debt Resolution Services 2

Reference number

rm6366

**II.1.2) Main CPV code**

- 66000000 - Financial and insurance services

**II.1.3) Type of contract**

## Services

### **II.1.4) Short description**

Crown Commercial Service (CCS) as the Authority intends to put in place a Pan Government Collaborative Agreement for the provision of Debt Resolution Services, including but not limited to: debt collection, cryptocurrency collection, enforcement, auctioneers, process services, litigation, data services, and spend analytics to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

[It is intended that this commercial agreement will be the recommended vehicle for all Debt Resolution Services required by UK Central Government Departments.]

The framework will be subdivided into lots according to specialism or geographical location and it is likely it will follow the same lotting or similar lotting structure to RM6226 Debt Resolution Services framework.

### **II.1.5) Estimated total value**

Value excluding VAT: £800,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

## **II.2) Description**

### **II.2.1) Title**

Managed Collections

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48440000 - Financial analysis and accounting software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services

- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal 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
- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Data Solutions

Lot No

2

**II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services
- 79311400 - Economic research services
- 79313000 - Performance review services
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- 79700000 - Investigation and security 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**

Procurement of the Debt Resolution Services CCS solution.

## **II.2) Description**

### **II.2.1) Title**

Affordability, Assessment and Monitoring

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services
- 79311400 - Economic research services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

Procurement of the Debt Resolution Services CCS solution.

### **II.2) Description**

#### **II.2.1) Title**

Fraud, Error and Debt Advisory

Lot No

4

#### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services
- 79311400 - Economic research services
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- 79342410 - Electronic auction services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff

- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Enforcement Services

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal 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
- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Litigation - England and Wales

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services

- 79100000 - Legal services
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- 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Litigation - Scotland

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
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- 79994000 - Contract administration services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

## Auctioneers Services - London

Lot No

8

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services
- 79311400 - Economic research services
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- 79342410 - Electronic auction services
- 79400000 - Business and management consultancy and related services
- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Auctioneers Services - South of England

Lot No

9

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
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- 79311400 - Economic research services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Auctioneers Services- Midlands

Lot No

10

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
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- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Auctioneers Services North

Lot No

11

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
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- 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Auctioneers Services - Wales

Lot No

12

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package



- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
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- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Auctioneers Services Northern Ireland

Lot No

13

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services
- 79311400 - Economic research services
- 79313000 - Performance review services
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- 79342410 - Electronic auction services
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- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Process Servers

Lot No

14

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
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- 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Spend Analytics and Recovery Services (Accounts Payable Review)

Lot No

15

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Spend Analytics and Recovery Services (Contract Compliance General Review)

Lot No

16

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal services

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- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Spend Analytics and Recovery Services (Utilities Spend Recover Review)

Lot No

17

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services

- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
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- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Spend Analytics and Recovery Services (Telecommunications Spend Recovery Review)

Lot No

18

**II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services



## **II.2) Description**

### **II.2.1) Title**

Spend Analytics and Recovery Services (Specialist VAT Review)

Lot No

19

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

### **II.2) Description**

#### **II.2.1) Title**

Managed Enforcement Services

Lot No

20

#### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
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- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

Collection Services

Lot No

21

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
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- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

## **II.2) Description**

### **II.2.1) Title**

International Collections

Lot No

22

### **II.2.2) Additional CPV code(s)**

- 48400000 - Business transaction and personal business software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support

- 73000000 - Research and development services and related consultancy services
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal 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
- 79500000 - Office-support services
- 79620000 - Supply services of personnel including temporary staff
- 79700000 - Investigation and security 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**

A framework that will enable central government and any public sector body to access a compliant route to market for all debt related services.

### **II.3) Estimated date of publication of contract notice**

20 March 2025

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## 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

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## Section VI. Complementary information

### VI.3) Additional information

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/ef8bc456-84ad-4db6-9eb4-9a6d7ae73baf>

Only high level CPV codes have been added for each Lot. All Lots have the same CPV codes and a full list can be found in the attachments area of the Contracts Finder notice.

Crown Commercial Service invites suggestions and feedback on the proposed structure of the framework structure, service lines or processes detailed in the Lots from the market including industry experts, specialists and suppliers.

To participate in market engagement please email [drs2procurement@crownccommercial.gov.uk](mailto:drs2procurement@crownccommercial.gov.uk) with any suggestions and/or feedback in your email, along with the following details:

1. Organisation name
2. Contact name
3. Job title of contact (including responsibility within your organisation)
4. Contact phone number
5. Contact email
6. Organisation website link

Crown Commercial Service (CCS) will use an eSourcing system for this competition and reserves the right to use an electronic auction. The eSourcing system we will use is [\[https://crowncommercialservice.bravosolution.co.uk\]](https://crowncommercialservice.bravosolution.co.uk).

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, who will be entering into a contract if invited to do so.

The date in II.3) is the estimated date of publication, please refer to the CCS website page for updates and monitor Find A Tender Service for the publication of the contract notice.

The Cyber Essentials scheme is mandatory for Central Government Contracts which involve handling personal information and providing certain ICT products and services. The Government is taking steps to further reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when properly implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet.

To participate in this procurement, bidders will be required to demonstrate that they hold Cyber Essentials for the services under and in connection with the procurement.

Please note that the Carbon Net Zero Team cannot advise on CRP compliance to bidders in a live procurement. For further guidance on 'producing your carbon reduction plan' please follow this link:

<https://www.eventbrite.co.uk/e/ppn-0621-carbon-reduction-plan-creation-and-training-tickets-224041864247>

The bidder may be awarded a contract but shall not enter into any call off contracts with buyers until they are able to demonstrate to CCS that they meet the technical requirements prescribed by the Cyber Essentials Scheme for services under and in connection with this procurement.

The service that arise from this framework will involve the supplier holding material that has been assigned a protective marking under the Government Security Classifications Scheme (April 2014) of OFFICIAL/SENSITIVE. Bidders will be required to implement their solution in accordance with the relevant schedule, "Security Requirement and Plan", to meet subsequent requirements. This will be released at the ITT stage.