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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): ocds-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

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

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
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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

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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- 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
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- 79700000 - Investigation and security services
- 79940000 - Collection agency services
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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
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- 79700000 - Investigation and security services
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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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- 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 - 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
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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 - 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
- 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

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
- 73000000 - Research and development services and related consultancy services
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- 79200000 - Accounting, auditing and fiscal 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

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
- 72000000 - IT services: consulting, software development, Internet and support
- 73000000 - Research and development services and related consultancy services
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- 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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- 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 - 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
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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

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
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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

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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- 79311400 - Economic research 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 (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
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- 79700000 - Investigation and security services
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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

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

- 79311400 - Economic research 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 (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
- 79100000 - Legal services
- 79200000 - Accounting, auditing and fiscal 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
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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
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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

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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- 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

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
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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

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
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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

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

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 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>].

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.