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Contract

Enforcement Agent Services

Liverpool City Council

F25: Concession award notice

Notice identifier: 2025/S 000-017084

Procurement identifier (OCID): ocds-h6vhtk-04b2a4

Published 25 April 2025, 2:50pm

Section I: Contracting authority/entity

I.1) Name and addresses

Liverpool City Council

Cunard Building

Liverpool

L31DS

Contact

Emma Albel

Email

emma.albel@liverpool.gov.uk

Telephone

+44 1513511827

Country

United Kingdom

Region code

UKD7 - Merseyside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<http://www.liverpool.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Enforcement Agent Services

Reference number

DN724610

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Concession contracts for enforcement agent services for the collection and enforcement of the following debt types:

Council Tax

Non-Domestic Rates (also known as Business Rates)

Levies imposed by Business Improvement Districts (BIDs)

Commercial Rent

Housing Benefit Overpayment

Social Care Charging

Parking Fines

Sundry debts

II.1.5) Estimated total value

Value excluding VAT: £9,500,000

II.1.6) Information about lots

This concession is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £9,500,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Authority has undertaken a procurement exercise and awarded contracts for enforcement agent services for the collection and enforcement of debts owed to Liverpool City Council. The Council has appointed four agents to provide the services.

The contract length has an initial term of 3 years with an extension option of up to 24 months.

All values mentioned in this notice are estimated for the maximum 5 year contract term. Actual values will be dependant on the number of cases handled by each agent and the debt recovered.

Enforcement agent services are required for the collection and enforcement of the following debt types:

- ? Council Tax
- ? Non-Domestic Rates (also known as Business Rates)
- ? Levies imposed by Business Improvement Districts (BIDs)
- ? Commercial Rent
- ? Housing Benefit Overpayment
- ? Social Care Charging
- ? Parking Fines

? Sundry debts

Volumes of cases referred to agents are not guaranteed through the life of the contract, indicative volumes were however provided in the procurement documents.

II.2.5) Award criteria

Concession is awarded on the basis of the criteria described below:

- Criterion: Quality
- Criterion: Price

II.2.7) Duration of the concession

Duration in months

36

II.2.14) Additional information

The contracts have an option to extend for up to 24 months.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Award procedure with prior publication of a concession notice

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-035199](#)

Section V. Award of concession

A concession/lot is awarded: Yes

V.2) Award of concession

V.2.1) Date of concession award decision

20 March 2025

V.2.2) Information about tenders

Number of tenders received: 10

The concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the concessionaire

Bristow & Sutor

Redditch

Country

United Kingdom

NUTS code

- UKG12 - Worcestershire

Companies House

01431688

The concessionaire is an SME

No

V.2.4) Information on value of concession and main financing terms (excluding VAT)

Total value of the concession/lot: £2,375,000

Any other details relevant to the value of the concession

The stated total value of the concession is an estimated value based on an equal split between 4 providers of the estimated total concession contract value. These values may not reflect the actual value, which is dependant on the cases handled and fees recovered by the agent.

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V.2.2) Information about tenders

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The concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the concessionaire

CDER Group

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

4118149

The concessionaire is an SME

No

V.2.4) Information on value of concession and main financing terms (excluding VAT)

Total value of the concession/lot: £2,375,000

Any other details relevant to the value of the concession

The stated total value of the concession is an estimated value based on an equal split

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V.2.3) Name and address of the concessionaire

Jacobs Enforcement Ltd

Merseyside

Country

United Kingdom

NUTS code

- UKD74 - Wirral

Companies House

15480247

The concessionaire is an SME

Yes

V.2.4) Information on value of concession and main financing terms (excluding VAT)

Total value of the concession/lot: £2,375,000

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V.2.2) Information about tenders

Number of tenders received: 10

The concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the concessionaire

Newlyn plc

Henley-on-Thames

Country

United Kingdom

NUTS code

- UKJ14 - Oxfordshire

Companies House

3770985

The concessionaire is an SME

No

V.2.4) Information on value of concession and main financing terms (excluding VAT)

Total value of the concession/lot: £2,375,000

Any other details relevant to the value of the concession

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Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Liverpool City Council

Liverpool

Country

United Kingdom