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Not applicable

## **Debt Resolution Services**

Crown Commercial Service

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-017287

Procurement identifier (OCID): ocds-h6vhtk-02ca60

Published 21 July 2021, 10:45pm

### **Section I: Contracting authority/entity**

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

Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

#### **Email**

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

#### **Telephone**

+44 3150103503

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

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**Section II: Object**

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

**II.1.1) Title**

Debt Resolution Services

Reference number

RM6226

**II.1.2) Main CPV code**

- 79940000 - Collection agency services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Crown Commercial Service intends to put in place an agreement for the provision of Debt Resolution Services for use by all UK public sector bodies.

Debt Resolution Services (DRS) is a Multi-Lot Framework Agreement available for use by UK public sector bodies and future successor organisations which includes Central Government Departments and their arm's length bodies and agencies, the wider public sector and third sector including, but not limited to, local government, health, education, police, fire and rescue, housing associations and charities.

This Framework Agreement will replace the Debt Management Integrator RM6180 Framework which has now expired and the Debt Management Services RM6208 framework which will expire on 03/06/2022. It will be for delivery primarily within the United Kingdom, with some limited requirements overseas.

The key core services will include:

- debt prevention services,
- managed debt collection services (managing multiple collection agencies),
- debt collection agency services (including International Collections),
- enforcement/warrant recovery services,
- debt analytics (including open-banking and complimentary data and analytics),
- data aggregation and analysis services,
- debt analytics/solutions software and integration,
- spend recovery analysis,
- debt business process outsourcing,
- fraud and error prevention and analysis,
- debt advice and guidance services.

Further details can be found in Framework Agreement Schedule 1.

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2021/S 000-017138](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

VI.3

Instead of

Text

As part of this contract notice the following documents can be accessed at: [insert contracts finder link]

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

Minimum Standards of Reliability - as set out in the selection questionnaire in the ITT pack

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to 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 implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

Some purchases under this Framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in

Attachment 1 – About the framework within the invitation to tender documentation). In

such cases, Call-offs from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:

<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk operated by email at [eEnablement@crownccommercial.gov.uk](mailto:eEnablement@crownccommercial.gov.uk) or call 0345 410 2222.

Read

Text

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

<https://www.contractsfinder.service.gov.uk/Notice/395c001b-9f23-4c76-be73-96161938ba51>

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Section number

IV.2.7

Place of text to be modified

Conditions for opening of tenders

Instead of

Date

19 August 2021

Local time

12:01pm

Read

Date

20 August 2021

Local time

3:01pm

Section number

II.2.5

Lot No

Lot 1

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 45% Technical

Quality criterion - Name: Price / Weighting: 55% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 45% Technical

Price - Weighting: 55%

Section number

II.2.5

Lot No

Lot 2

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 3

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 4

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 5

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 90% Technical

Quality criterion - Name: Price / Weighting: 10% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 90% Technical

Price - Weighting: 10%

Section number

II.2.5

Lot No

Lot 6

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 7

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 8

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 9

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 10

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 11

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 12

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 13

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 14

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 15

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 16

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 17

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 18

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 19

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%

Section number

II.2.5

Lot No

Lot 20

Place of text to be modified

Award criteria

Instead of

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Quality criterion - Name: Price / Weighting: 30% Commercial

Price - Weighting: 100%

Read

Text

Quality criterion - Name: Quality / Weighting: 70% Technical

Price - Weighting: 30%