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Contract

The Provision of Debt Management and Sheriff Officer Services

Glasgow City Council

F03: Contract award notice

Notice identifier: 2025/S 000-017737

Procurement identifier (OCID): ocds-h6vhtk-04c2fb

Published 29 April 2025, 4:34pm

Section I: Contracting authority

I.1) Name and addresses

Glasgow City Council

40 John St, City Chambers

Glasgow

G2 1DU

Contact

David Hart

Email

david.hart@glasgow.gov.uk

Country

United Kingdom

NUTS code

UKM82 - Glasgow City

Internet address(es)

Main address

www.glasgow.gov.uk

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00196

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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

The Provision of Debt Management and Sheriff Officer Services

Reference number

GCC005823CPU

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.1.4) Short description

Glasgow City Council invites suitably qualified and experienced suppliers to submit bids for the provision of Debt Management and Sheriff Officer Services.

The contract has been allocated into 7 separate lots :

Lot 1 – Council Tax (First Placement)

Lot 2 – Council Tax (Second Placement)

Lot 3 - Non Domestic Rates (NDR)

Lot 4 – Sundry Debt

Lot 5 - Fixed Penalties

Lot 6 – Housing Benefit Overpayments

Lot 7 – Sheriff Officers (not connected to Lots 1 - 6)

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £5,115,144

II.2) Description

II.2.1) Title

Council Tax (First Placement)

Lot No

1

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer for collection of unpaid council tax. The supplier of Lot 1 will receive the majority of council tax cases; however it is anticipated that the prospects of successful collection will be high. The caseload will mainly consist of the following:

- customers who have a history of payment activity or customers who have fallen into arrears for the first time
- customers who have vacated the property and may require to be traced

The caseload may also contain customers that are liable to pay council tax on unoccupied properties. This caseload may include customers that are subject to an additional 100% charge for long term empty properties and second homes. The successful supplier will assist the council with collection of debt in these cases and where appropriate trace absent owners.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 25%

Quality criterion - Name: Challenges and Innovation / Weighting: 5%

Quality criterion - Name: Performance / Weighting: 12%

Quality criterion - Name: Sheriff Officer Services / Weighting: 5%

Quality criterion - Name: Communication / Weighting: 3%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 30%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Council Tax (Second Placement)

Lot No

2

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer that has the ability to investigate and initiate council tax collection from customers with a history of non-payment.

The supplier will assist the council in the collection of council tax by taking a holistic and innovative approach to investigation, confirming liability and recovery and collection.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 30%

Quality criterion - Name: Challenges and Innovation / Weighting: 8%

Quality criterion - Name: Performance / Weighting: 15%

Quality criterion - Name: Sheriff Officer Services / Weighting: 5%

Quality criterion - Name: Communication / Weighting: 7%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 15%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Non-Domestic Rates

Lot No

3

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer to assist the council in the collection of Non-Domestic Rates, Business Improvement Districts (BIDS), Civil penalties and the Visitor Levy. They will take a holistic and innovative approach to investigation, confirmation of liability, recovery and collection.

The Lot 3 supplier will provide collection and recovery services for customers liable to pay Business Improvement Districts (BIDS) within the Glasgow City boundary.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 25%

Quality criterion - Name: Challenges and Innovation / Weighting: 5%

Quality criterion - Name: Performance / Weighting: 12%

Quality criterion - Name: Sheriff Officer Services / Weighting: 5%

Quality criterion - Name: Communication / Weighting: 3%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 30%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Sundry Debt

Lot No

4

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner for collection of unpaid Accounts Receivable or Sundry Debts. The council and its Affiliated Bodies provide a wide range of services that are subject to invoice and collection processes. The successful supplier will assist the council in the collection of unpaid invoices issued by council departments or affiliated bodies.

The council may also be required to administer and collect a range of sundry charges introduced during the period of this framework agreement. Additional levy's or any other additional fees administered by the council family will also be included in the scope of this lot.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Challenges and Innovation / Weighting: 5%

Quality criterion - Name: Performance / Weighting: 10%

Quality criterion - Name: Communication / Weighting: 5%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 40%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Fixed Penalties

Lot No

5

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer that has the ability to investigate and initiate collection from debtors who have failed to make full payment of a Penalty Charge Notice and/or Bus Lane Charge Notice.

The successful supplier will also provide collection and enforcement services to any similar new scheme where a fixed penalty is applied.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Challenges and Innovation / Weighting: 4%

Quality criterion - Name: Performance / Weighting: 10%

Quality criterion - Name: Sheriff Officer Services / Weighting: 4%

Quality criterion - Name: Communication / Weighting: 2%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 40%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Housing Benefit Overpayments

Lot No

6

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks the services of a Debt Management Partner and Sheriff Officer for collection of unpaid Housing Benefit Overpayments (HBOP).

The council administers and pays Housing Benefit (HB) to public and private sector tenants and landlords on behalf of the Department for Work and Pensions.

II.2.5) Award criteria

Quality criterion - Name: Contract Management / Weighting: 5%

Quality criterion - Name: Data, IT Systems and Business Continuity / Weighting: 8%

Quality criterion - Name: Sustainability / Weighting: 2%

Quality criterion - Name: Methodology / Weighting: 20%

Quality criterion - Name: Challenges and Innovation / Weighting: 4%

Quality criterion - Name: Performance / Weighting: 10%

Quality criterion - Name: Sheriff Officer Services / Weighting: 4%

Quality criterion - Name: Communication / Weighting: 2%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 40%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Sheriff Officers (not connected to Lots 1 - 6)

Lot No

7

II.2.2) Additional CPV code(s)

- 79940000 - Collection agency services

II.2.3) Place of performance

NUTS codes

- UKM82 - Glasgow City

Main site or place of performance

Glasgow City

II.2.4) Description of the procurement

The council seeks to appoint a supplier to provide Sheriff Officer services to a framework for the execution of general citation and diligence services for the council not connected to Lots 1-6.

The successful supplier will commit sufficient resources to the work allocated in order to

meet the service level requirements of this contract.

II.2.5) Award criteria

Quality criterion - Name: Compliance with the Scope of Services / Weighting: 1%

Quality criterion - Name: Capability / Weighting: 10%

Quality criterion - Name: Key Personnel / Weighting: 14%

Quality criterion - Name: Key Contact / Weighting: 10%

Quality criterion - Name: Service Delivery / Weighting: 20%

Quality criterion - Name: Quality Control / Weighting: 10%

Quality criterion - Name: Technology / Weighting: 10%

Quality criterion - Name: Data Protection / Weighting: 10%

Quality criterion - Name: Added Value / Weighting: 10%

Quality criterion - Name: Fair Work First / Weighting: 5%

Price - Weighting: 0%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-039417](#)

Section V. Award of contract

Lot No

1

Title

Council Tax (First Placement)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Scott & Co (Scotland) LLP

279 Bath Street

Glasgow

G2 4JL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,804,364

Section V. Award of contract

Lot No

3

Title

Non-Domestic Rates

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Scott & Co (Scotland) LLP

279 Bath Street

Glasgow

G2 4JL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1

Section V. Award of contract

Lot No

4

Title

Sundry Debt

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Scott & Co (Scotland) LLP

279 Bath Street

Glasgow

G2 4JL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,061,522

Section V. Award of contract

Lot No

5

Title

Fixed Penalties

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Scott & Co (Scotland) LLP

279 Bath Street

Glasgow

G2 4JL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1

Section V. Award of contract

Lot No

6

Title

Housing Benefit Overpayments

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Scott & Co (Scotland) LLP

279 Bath Street

Glasgow

G2 4JL

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £225,000

Section V. Award of contract

Lot No

7

Title

Sheriff Officers (not connected to Lots 1 - 6)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

George Walker & Co. T/A Walker Love

16 Royal Exchange Square

Glasgow

G1 3AB

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £590,944

Section V. Award of contract

Lot No

2

Title

Council Tax (Second Placement)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

George Walker & Co. T/A Walker Love

16 Royal Exchange Square

Glasgow

G1 3AB

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £433,315

Section VI. Complementary information

VI.3) Additional information

The following Affiliated Bodies may participate in this framework agreement: City Parking (Glasgow) LLP; City Property (Glasgow) LLP and City Property (Investments) LLP.

Supplementary to the per Lot award criteria outlined in Section 2 bidders must hold, commit to obtaining by the point of contract award or comply (as appropriate) with the following award criteria requirements;

Lots 1-6 inclusive;

- Must be Payment Card Industry Data Security Standard (PCI DSS) compliant
- Must hold Transport Layer Security 1:2 (TLS) or Higher
- Must accept and utilise the councils Secure File Transfer Protocol (SFTP) for the transfer of data
- Must be Cyber Essentials or Cyber Essentials Plus Certified or Equivalent
- Must be Accredited by; UK Credit Services Association, Financial Conduct Authority or Equivalent
- Must be a Member of the Society of Messengers-at-Arms & Sheriff Officers or alternate or successor body
- Must hold commissions to operate in the Sheriffdom of Glasgow and Strathkelvin
- Must commit to providing a minimum of 4 sheriff Officers

Lot 7

- Must hold Transport Layer Security 1:2 (TLS) or Higher
- Must accept and utilise the councils Secure File Transfer Protocol (SFTP) for the transfer of data
- Must be Cyber Essentials or Cyber Essentials Plus Certified or Equivalent
- Must be a Member of the Society of Messengers-at-Arms & Sheriff Officers or alternate or successor body

- Must hold commissions to operate in the Sheriffdom of Glasgow and Strathkelvin
- Must commit to providing a minimum of 4 sheriff Officers

(SC Ref:797145)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court and Justice of the Peace Court

PO Box 23, 1 Carlton Place

Glasgow

G5 9DA

Email

glasgow@scotcourts.gov.uk

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/glasgow-sheriff-court-and-justice-of-the-peace-court>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Glasgow City Council (“the Council”) must, by notice in writing as soon as possible after the decision has been made, inform all tenderers and candidates concerned of its decision to conclude the framework agreement. The Council must allow a period of at least the relevant standstill period (where the notice is sent by facsimile or electronic means the period is 10 days ending at midnight at the end of the 10th day after that on which the last notice is sent, when sent by other means the period is 15 days) to elapse between the date of despatch of the notice referred to in Regulation 85(1) of the Public Contracts (Scotland) Regulations 2015 (“the Regulations”). The Council is obliged to comply with the Regulations and any eligible economic operator can bring an action in the Sheriff Court or the Court of Session where as a consequence of a breach by the Council,

suffers or risks suffering loss or damage. The bringing of court proceedings during the standstill period means that the Council must not conclude the framework agreement unless the proceedings are determined, discontinued or disposed of; or the court, by interim order, brings to an end the prohibition. The bringing of court proceedings after the standstill period has elapsed and the remedies that are available to the courts are detailed in the Regulations. Economic Operators can write to the Council seeking further clarification on the notice, to which the Council must respond within 15 days. Economic Operators should be mindful to seek their own independent legal advice when they consider appropriate to do so.