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Award

Provision of Debt Collection Services

Home Office

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-018170

Procurement identifier (OCID): ocds-h6vhtk-0599e4 ([view related notices](#))

Published 27 February 2026, 6:32pm

Scope

Reference

project_18803

Description

The Home Office has awarded a contract for the provision of Debt Collection Services: Lot 1 - Initial Collection to Oriel Collections Ltd – Company number 04807044.

This lot covers the early-stage recovery of debts owed to the Home Office, including fines and penalties, charges, and staff overpayments. The supplier will undertake debtor engagement, tracing, repayment management and performance reporting to maximise recovery rates and reduce payment times.

The contract was awarded as an under-threshold concession contract under the Procurement Act 2023, following a competitive procurement process conducted through the Home Office Jaggaer eSourcing portal.

Lot 1. Initial Collection

Description

This lot covers early-stage debt recovery activity, including debtor contact by telephone, email, and letter; negotiation of payment plans; and non-legal efforts to recover outstanding debt owed to the Home Office.

Contract 1

Lots

Lot 1. Initial Collection

Supplier

- Oriel Collections Ltd

Contract value

- £244,151 excluding VAT

- £292,981.20 including VAT

Below the relevant threshold

Award decision date

27 February 2026

Earliest date the contract will be signed

10 March 2026

Contract dates (estimated)

- 10 March 2026 to 10 March 2029
- Possible extension to 9 March 2030
- 4 years

Description of possible extension:

One year optional extension

Main procurement category

Services

CPV classifications

- 75242100 - Public-order services
- 75242110 - Bailiff services

- 79140000 - Legal advisory and information services
- 79941000 - Toll-collection services

Contract locations

- UK - United Kingdom
-

Information about tenders

Lot 1. Initial Collection

- 9 tenders received
 - 9 tenders assessed in the final stage:
 - 6 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 8 suppliers unsuccessful (details included for contracts over £5 million)
-

Procedure

Procedure type

Below threshold - open competition

Special regime

Concession

Supplier

Oriel Collections Ltd

- Companies House: 04807044

3 Manchester Park

Cheltenham

GL51 9EJ

United Kingdom

Email: chris.vicary@orielcollections.co.uk

Region: UKK13 - Gloucestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Asylum Support Procurement Team

Email: asylumsupportprocurementteam@homeoffice.gov.uk

Website: <https://www.gov.uk/government/organisations/home-office>

Region: UKI32 - Westminster

Organisation type: Public authority - central government