

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/021645-2024>

Planning

## **Trace and Process Serve**

The Insolvency Service

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-021645

Procurement identifier (OCID): ocids-h6vhtk-047d5d

Published 15 July 2024, 12:14pm

### **Section I: Contracting authority**

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

The Insolvency Service

16th Floor, 1 Westfield Avenue

STRATFORD

E201HZ

#### **Contact**

Elizabeth Sampson

#### **Email**

[Elizabeth.sampson@insolvency.gov.uk](mailto:Elizabeth.sampson@insolvency.gov.uk)

#### **Telephone**

+44 3003046690

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.in-tend.co.uk](http://www.in-tend.co.uk)

**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**

Economic and financial affairs

---

**Section II: Object**

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

**II.1.1) Title**

Trace and Process Serve

Reference number

TIS0733

**II.1.2) Main CPV code**

- 75000000 - Administration, defence and social security services

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The Insolvency Service, wishes to procure the provision of Trace and Process Serve services. The Authority requires "tracing agents" to assist with contacting directors and bankrupts, and in certain cases "process serve" identified subjects both nationally across the UK, and Internationally.

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

As it is The Insolvency Services intention to award one sole supplier the contract, the following services are required within one organisation;

Tracing facilities: the use of available at desk intelligence to ascertain whereabouts of individual wherever possible. If inconclusive and then agreed with the appropriate examiner, physical field-based tracing inspection to be carried out, including necessary local enquiries (neighbours, friends and relatives of the subject, all known addresses, local businesses, post office etc.) and utilising local knowledge of tracing agent. When possible, making direct contact with the subject.

Following the tracing process, the Supplier should provide a report with sufficient detail, including but not limited to, the results of the enquiries and a conclusion as to the whereabouts of the individual to a standard that can be used in an exhibit for Public Examination/Suspension of Discharge/Disqualification/Restriction Order Reports to Court. If required in the format of an affidavit.

The Supplier should also confirm their findings of the subject in question with regards to; possible/probable/confirmed addresses, phone number, contact or attempted contact with the subject in person where applicable (unless reasonable certainty of whereabouts can be ascertained through a desk search only).

The Supplier may be required to send the subject a letter or provide a physical presence in terms of knocking on the door if a desk trace is inconclusive. The Authority has agreed that if a physical "on site" trace is necessary - the supplier uses whatever methods the supplier deems suitable, within financial constraints, and these visits must be compliant to local requirements i.e., Scottish rules require a witness be present (Sheriff's Officer of the High Court).

The Supplier should also provide a basic background report of the person in question. The supplier must also ensure that the information is sourced and provided in a GDPR compliant manner, which must be reviewed during the lifetime of the contract to adhere to possible changes to rules and regulations.

Assets reports are expected as a minimum to be desk-based searches, carried out by supplier investigators, utilising data from public record information, and/or records held with major credit reference agencies. To offer insight into possible recovery prospects. If a field-based asset search is available, then the supplier must clearly specify this in their responses.

On very limited cases, there may be a requirement for a Postal Order to be issued - usually linked when issuing a "witness summons" - by the supplier on behalf of the Authority, as part of the Process Serve request. It is expected that the supplier will invoice this as part of the usual monthly invoicing process, and this service would also include the standard "handling fee" set by the post office.

#### **II.2.14) Additional information**

Length of contract: Contract is for a fixed period of 3 years, with two further extension options to extend for twelve (12) months (3+1+1).

#### **II.3) Estimated date of publication of contract notice**

19 August 2024

---

### **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**

An Expression of Interest (EOI) document containing procurement information will be sent to identified suppliers from 15/07/2024.

For a copy of this EOI please contact Commercial Business Partner, Elizabeth Sampson ([elizabeth.sampson@insolvency.gov.uk](mailto:elizabeth.sampson@insolvency.gov.uk)).

Following your expression of interest in the Trace and Serve (TIS0733) procurement, via email, you will receive registration instructions for our e-sourcing portal; In-Tend.